

# CARLOS CRESPO

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## SUMMARY

Recently graduated from the University of San Francisco & relocating to the Boston area. Brings several years of experience in fast-paced café & hospitality environments, with a strong focus on customer service, teamwork, & reliability. Known for staying organized under pressure, supporting teammates, & helping create a welcoming experience for guests.

## WORK EXPERIENCE

### General Manager - La Joya Cafe - San Francisco

Sep 2024 - Present

- Boosted sales by 107%, turning monthly losses into profitability through brand development, website improvements, & consistent social media marketing.
- Streamlined daily operations by auditing finances, tracking inventory, & retraining staff to improve efficiency, cost control, & service quality.
- Helped grow customer traffic & community presence by organizing dinner collaborations, community events, & catering services.

### Team Member - Taco Bell - San Francisco

Mar 2025 - Dec 2025

- Prepared & assembled food items as a table/line worker in a high-volume environment, ensuring accuracy, speed, & quality standards.
- Supported daily operations in a store averaging \$8,000–\$10,000 in sales per day, maintaining efficiency during peak hours.
- Followed food safety, cleanliness, & organization standards to support smooth kitchen operations & team workflow

### General Manager - The Midway SF - San Francisco

Mar 2022 - Sep 2024

- Manage daily operations for a multi-venue arts & events space, leading teams of 7–10 across service, cashier, & kitchen roles.
- Oversee inventory control, cost tracking, & financial reporting to ensure accurate forecasts & profitability.
- Coordinate event operations, working with artists, vendors, & staff to deliver seamless guest experiences.
- Supervise hiring, training, & scheduling to maintain a high-performing & efficient team

### Assistant General Manager - Project Juice - San Francisco

December 2020 - December 2021

- Placed orders & counted inventory to keep track of products based on recent & projected sales. Submitted & organized invoices of the orders placed.
- Created team schedules based on the availability & skillset of the team while maintaining a fair & productive labor hour to sales ratio.
- Organized team meetings discussing company goals & future plans.

## EDUCATION

### Bachelor In Computer Science

University of San Francisco

- Focus Areas: Artificial Intelligence & Machine Learning, Operating Systems, Web Development, & Systems Programming
- Practical experience with AI pipelines, Random Forest models, & data-driven applications
- Applied project management with GitHub, building & deploying collaborative coding projects

## KEY SKILLS

- High-volume food preparation & line assembly (speed, accuracy, quality control)
- Food safety, sanitation, & workstation organization
- POS systems, cash handling, & order processing
- Front- & back-of-house support in fast-paced café environments
- Restaurant website & online menu management (updates, basic SEO)