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# Anthony Allen

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## SUMMARY

Experienced leader with a proven track record in team supervision, customer service, and operational management. Demonstrated ability to manage high-volume environments of approximately \$1.5 million to \$2 million annual departmental revenue, troubleshoot operational challenges, and lead teams of up to 12 toward achieving daily goals. Seeking a supervisory role where strong organizational, leadership, and problem-solving skills can contribute to a dynamic retail environment.

## EDUCATION

**Forsyth Technical Community College**, Winston-Salem, NC

Associate in Applied Science, IT – Programming and Software Development

GPA: 4.0

Expected May 2025

## EXPERIENCE

**Smoke Pit**, Salisbury, NC

Operations Manager

February 2023–February 2024

- Delivered exceptional service in a fast-paced, high-volume environment.
- Managed kitchen setup and organization, contributing to seamless shift transitions.
- Trained and mentored new team members on operational procedures.
- Consistently maintained high standards of food safety and hygiene.

**Gildan Yarns**, Salisbury, NC

Trainer / Machine Operator

February 2020–October 2022

- Ensured continuous machine operation and resolved issues quickly to maintain production flow.
- Diagnosed and corrected mechanical issues, ensuring smooth operations.
- Collaborated with team members to support operational efficiency and assist in training new operators.

**Love's Travel Stops**, Fort Mill, SC

Assistant General Manager

January 2017–November 2019

- Led a team of 10 to 12 employees, ensuring smooth operations during shifts.
- Monitored inventory levels and reordered supplies using vendor management systems.
- Provided leadership and guidance to employees, ensuring excellent customer service.
- Trained team members in customer service standards and operational protocols.
- Managed financial transactions and assisted with end-of-day reporting.

## SKILLS

- Team Leadership & Staff Development
  - Customer Service & Conflict Resolution
  - Inventory Management & Ordering
  - Time Management & Task Prioritization
  - Problem-Solving & Decision-Making
  - Microsoft Office 365, Point-of-Sale Systems
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