

Michael Pitts

Atlanta, GA (229)-231-1352 business@michaelpitts.net [GitHub](#) [LinkedIn](#) www.michaelpitts.net

Education **Georgia Institute of Technology**

June 2022 – May 2025 Atlanta, GA

- Pursuing BS Computer Science
- GPA: 4.00

Skills

Python, 10 years

Linux, 8 years

Customer Service, 2 years

Leadership, 1 year

Java, basic

HTML/CSS, basic

Experience **Chick-fil-A, Manager**

November 2021 – June 2022 Albany, GA

- Automated the daily sales report using **Python** and **AWS**, saving over \$1,000 per year in labor
- Implemented accountability policies to improve overall order accuracy from 94% to 97%
- Accurately placed over \$100,000 in daily supply orders

Chick-fil-A, Assistant Manager

August 2021 – November 2021 Albany, GA

- Developed Team Members through coaching and progressive disciplinary action
- Improved evening team order accuracy from 94% to 100% and attentiveness and courteousness from 74% to 82% through growing fellow leaders and coaching Team Members
- Counted and deposited over \$50,000 in cash without incident

Chick-fil-A, Intern

June 2021 – August 2021 Albany, GA

- Learned valuable leadership skills, including how to set and achieve useful, attainable goals, how to engage and develop others, and how to deal with unhappy customers
- Spearheaded the successful effort to improve food safety throughout the restaurant

Chick-fil-A, Subject Matter Expert

February 2021 – June 2021 Albany, GA

- Earned ServSafe certification to better understand and prevent food borne illnesses
- Trained Team Members on policy to improve customer satisfaction
- Held Team Members accountable to policy through one-on-one coaching

Chick-fil-A, Team Member

August 2020 – February 2021 Albany, GA

- Attained an intimate knowledge of company policy in order to perform the job more effectively
- Performed well above average in attentiveness and courteousness, speed of service, and order accuracy