

Education **Georgia Institute of Technology**
June 2022 – May 2025 Atlanta, GA
• Pursuing BS Computer Science

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, 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