

Wendy Lemus

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Professional Summary

Organized and detail-oriented individual adept at managing daily operations as necessary to maximize efficiency and productivity within a work space. Self-motivated leader who offers strong knowledge of interpersonal skills to achieve high levels of satisfaction.

Skills

- Organizing and planning of daily operations
- Expert knowledge dealing with customer service
- Efficient management of time and resources
- Computer competencies including Microsoft Office
- Bilingual: Fluent in Spanish
- Attention to detail
- Good verbal and written communication skills
- Project Management and reporting
- Ability to problem solve independently or in a team
- ServeSafe: Food Protection Manager Certification #10648296

Experience

EL PAISANO RESTAURANT AND BAR | ADMINISTRATION ASSISTANT | JANUARY 2013 – JULY 2017

- Utilized time management and prioritization of resources to effectively set up establishment for daily business operations. This process increased staff productivity resulting in more time to interface with customers.
- Effectively worked under pressure by addressing and resolving complaints of patrons while in a fast-paced environment. These actions reduced client complaints and increased positive brand image of business.
- Developed resilience plans/actions against unsuspecting events and circumstances while adapting to conditions to ensure best outcome.
- Managed office financials which included end of day financials, deposits made into business accounts, and payments to employees and distributors.

CHICK-FIL-A | DIRECTOR OF GUEST EXPERIENCE | JANUARY 2012 – JANUARY 2015

- Expertly mediated conflicts with immediate problem resolutions and short-term plans to correct critical issues with customers or employees and ensure customer satisfaction.
- Managed and organized multiple work tasks to ensure the separate sections of the store all stream line together for an effortless transition into the next shift.
- Trained new employees while compassionately mentoring team members to ensure company standards are met.
- Managed forecasting and financial analysis of restaurant by
 - Utilizing projected chart sales to create weekly schedules so labor goals are met.
 - Oversaw daily labor report and altered staffing to meet daily goals.
 - Maintained cashier accountability log and daily cashier reports.
 - Managed back office operations which included balancing drops, food cost and waste, computing end of day financials into company system, inventory management and end of month processes.

Education

BACHELOR OF SCIENCE: PSYCHOLOGY | DECEMBER 2017

- **University of South Florida:** Sarasota-Manatee