



NHA VO

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Education and Training

Bachelor of Arts: Theatre Arts
Temple University | Philadelphia, PA

05/2018

Summary

Customer-oriented with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development.

Experience

General Manager

07/2013 - 05/2018

Chipotle | King of Prussia, PA

- Select outstanding Crew & Managers
- Train every employee effectively
- Schedule the team appropriately
- Deliver a safe environment and an excellent guest experience
- Achieving annual sales & cash flow plan

Customer Service Associates

05/2018 - Current

Wawa | Horsham, PA

- Keeping Wawa special and successful
- Keeping our food and guest safe by practicing food safety procedures
- Keeping the store clean and organized
- Providing an excellent customer experience by adhering to our hospitality standards

Skills

- Production planning
- Customer services
- Microsoft word
- Excel
- Microsoft Office
- Salesforce
- Purchase orders
- Data entry
- Compliance
- Problem solving
- Attention to details
- Vendor relations
- Onboarding
- Team building
- Vendor management
- Team collaboration
- Temperature control
- Inventory organization
- Invoicing and billing
- ID verification
- Fluently bilingual
- Cash Flow analysis