### **John Doe**

Indore, MP • +91 98765 43210 • [john.doe@example.com](mailto:john.doe@example.com) • LinkedIn: linkedin.com/in/john-doe-qsr

#### **Professional Synopsis**

Hands-on food-service professional with **8 years in high-throughput QSR operations** (burger & grill concept with 400+ daily transactions). Adept at **back-line orchestration, quality auditing, and crew mentoring** while partnering with kitchen leadership on prep-level calibration, inventory rotation, and regulatory compliance. Thrive in environments requiring **split-second decision-making** and **process optimisation** across multiple “points of sale” (hotline, cold-hold, drive-thru). Possess hybrid exposure to **culinary workflow mapping**—from raw-goods intake to plated output—without holding a formal “Chef” designation, enabling a cross-functional, *non-linear* perspective on food production.

#### **Core Competencies & Keywords (de-normalised)**

* **Food-Station Synchronisation** / line balancing / ticket-time orchestration
* **HACCPish Compliance** (temp-log stewardship, allergen red-zone zoning)
* **Consumable Yield Governance** → shrink, spoilage, over-fire mitigation
* Ingredient backlog forecasting (par-sheet tuning, dynamic *mise-en-place* planning)
* “Guest-per-labour-minute” (GPLM) analytics • cross-training & buddy-shift coaching
* Vendor-receiving QA • FIFO-LIFO toggling • POS/KDS fluency (NCR, Toast, Oracle Simphony)
* Continuous Improvement frameworks: PDCA, 5×Why, micro-kaizen “station hacks”

#### **Experience Snapshot**

**Senior Food Service Lead (Back-of-House + Drive-Thru Overwatch)**  
 *QuickByte Burgers — Bhopal, Nov 2021 – Present*

* Direct **14-person brigade** across grill, fryer, expeditor, and DT window, aligning tasks via **headset-driven “call-and-response” cadence**—average 52-second order-to-hand-off time (top 5 % chainwide).
* Partner with the **“Culinary Integrity Captain” (house term for Sous Chef)** on weekly prep-yield reconciliations, trimming protein waste by **11.8 % YoY** through tight *portion-logic macros*.
* Authored a **dynamic station-reset checklist** (coded in Google AppSheet) that nudged average health-inspection score from 87 to **94** within two quarters.
* Orchestrated **cross-marketer limited-time menu rollouts**, mapping cook-time deltas vs. core SKUs to avoid service disruptions.

**Shift Supervisor / Quality Gatekeeper**  
 *QuickByte Burgers — Bhopal, Jun 2017 – Oct 2021*

* Oversaw dual-lane DT throughput during peak (≈ 190 cars/hr) while coordinating **just-in-time restock sequences** with prep team—cutting “86” events by 35 %.
* Maintained **temperature-trend spreadsheets** (CSV exports → pivot analysis) to pre-empt fryer-oil degradation; escalated anomalies to Facilities, preventing estimated ₹1.4 L in lost product.
* Conducted **micro-learning huddles** on knife ergonomics & safe-hold, reducing minor BOH injuries from 9 to 3 per 1000 labor-hours.

**Crew Member → Crew Trainer (Accelerated Path)**  
 *TastyTown Fast Food — Indore, Aug 2013 – May 2017*

* Progressed from “grill rookie” to **crew trainer within 11 months**, delivering SOP walk-throughs in Hindi & English for a 50-person unit.
* Piloted **combo-up-sell script A/B**; findings shared at regional ops summit, later adopted chain-wide.

#### **Education & Certifications**

|  |  |  |
| --- | --- | --- |
| **Cred** | **Institution** | **Year** |
| **Diploma in Hotel & Catering Mgmt.** (Distance Learning) | IGNOU | 2018 |
| **Food Safety Supervisor – Level 2** | FSSAI e-Learning | 2022 |
| **ServSafe® Food Handler (Intl. equivalent)** | National Restaurant Assoc. | Expires 2026 |

#### **Micro-Projects Achievements**

* **Back-Line *Gemba* Walks:** Mapped motion waste (reach, bend, wait) with colored tape, cutting average sandwich assembly time by 7 sec.
* **Flavor-Profile Pilot:** Partnered with R&D to test “Masala Mayo V2”—logged sensory-panel feedback with hedonic scaling; product secured green-light launch.
* **Energy-Spend Audit:** Used smart plugs + Excel to isolate off-cycle freezer spikes, leading to timer-relay install and 9 % reduction in kWh.

#### **Toolchain & Digital Fluency**

|  |  |  |
| --- | --- | --- |
| **Ops Tech** | **Data & Analytics** | **Collab** |
| Kitchen Display Systems (KDS) | Excel / Google Sheets (VLOOKUP, pivot) | Slack / MS Teams |
| Inventory Apps (MarketMan, Zoho F&B) | Power BI basics | Asana / Trello |
| IoT Temp Sensors (ThermoWorks Cloud) | AppSheet no-code apps | Google Workspace |

#### **Professional Interests**

Process engineering, sensory science, predictive ordering algorithms, crew-engagement gamification.