

Service Professional and Army Veteran with a Secret Security Clearance and proven experience in building exceptional relationships with keen skills, elevated level of initiative, attention to detail, and commitment to excellence and growth. Possess extensive knowledge of food service management, special events, sales, and relationship building. Proven ability to provide customer service in high-volume populations. Experienced in effectively collaborating with individuals of diverse backgrounds, and tactfully communicating with challenging customers. Ability to work independently and be self-disciplined in a virtual work environment.

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| • Administrative Support | • Customer Service | • Equipment Management |
| • Strategic Planning | • Conflict Management | • Preventative Maintenance |
| • Policies Procedures | • Workflow Optimization | • Schematics Flowcharts |

OVERVIEW OF KEY ATTRIBUTIONS

- **Exceptional Customer Service:** Strong communication skills to understand customer needs and provide exceptional results. Track record of successfully dealing with difficult personalities to resolve dissatisfaction. Distinct understanding of multi-cultural diversity.
- **Independent and Team Player:** Enjoy collaborating with colleagues, clients, and customers, as well as completing tasks independently. Eager to train and develop others to optimize their performance. Ability to build strong relationships and employ active listening skills.
- **Organized and Motivated:** Skilled in maintaining order. Able to seamlessly multi-task long and short-term priorities to generate desired results. Proven time management skills with strong attention to detail. Awareness of potential injuries and the ability to handle emergencies.

PROFESSIONAL EXPERIENCE

United States Army – Various Locations	2012 – Present
Operations Coordinator (2019 – Present)	

Served as Repair and Utilities coordinator, responsible for ordering over \$2K of supplies weekly, requesting work orders to ensure all equipment is functioning properly.

- Trained and developed employees, mentoring 3 to promotion boards; supervised 10 personnel; managed over 12 employees, ensuring meals were prepared in a timely manner
- Developed and executed even menus following guidelines of nutrition, meal preparation, sanitation, service etiquette, financial accountability, and reporting
- Promoted a collaborative environment and resolved a conflict, differentiating between situational needs and opportunities for customer service

Culinary Supervisor (2016 – 2019)

Coordinated receiving, sorting, and distributing over \$2.5M of operational rations.

- Managed collecting, sorting and turning in 122 pallets of unused Class I worth \$600K to Fort Polk Subsistence Supply management office; maintained 100% accountability for more than 40,000 worth of equipment.
- Donated over 20K of Class I to a local food bank; ensured the Army's Net Zero policy on food waste was enforced
- Managed the receipt, storage and distribution of over \$200K worth of Class I subsistence that entered the Dining Facility as the ration operations manager

Culinary Specialist (2014 – 2016)

Assisted in winning the Phillip A Conelly competition within 76 days of operation and competed against five other dining facilities on Fort Bragg.

- Contributed over 48hrs of planning decorations for dining facility resulting in winning the Fort Bragg's Best Thanksgiving Day Meal competition
- Developed and executed event menus following guidelines of nutrition, meal preparation, sanitation, service etiquette, financial accountability, and reporting
- Set and communicated goals and associated tasks; inspected supplies, equipment, and work areas to ensure efficiency and set standards

TRAINING | CERTIFICATION

OSHA-30 | Advanced Individual Training in Culinary Arts | Basic Leader Development Course | Certified Logistics Associate | Certified Logistics Technician | Forklift Operator | Fire Safety Certified | SERV Safe Certified