

Jacob Lausier

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Summary:

Reliable and detail-oriented Operations Support professional with a Full Stack Web Development certificate from UCF and strong experience in incident response, issue resolution, and procedure-driven operational environments. Proven ability to monitor active operations, identify irregularities, respond quickly to incidents, and maintain accurate documentation while working under pressure.

Skilled in following strict security and compliance procedures, coordinating with multiple teams during active situations, and maintaining situational awareness in fast-paced environments. Technically proficient in system workflows, data tracking, monitoring concepts, and investigative troubleshooting. Known for strong integrity, accountability, and commitment to safety and operational excellence.

Skills

Technical Skills

- **Programming & Data:**
Python, JavaScript, HTML, CSS, SQL, Regex (Foundational)
- **Systems & Monitoring Concepts:**
Log review fundamentals
System workflow understanding
Data accuracy validation
Operational monitoring concepts
- **Testing / Investigation Mindset:**
Pattern recognition
Root cause analysis
Process auditing
Checklist and SOP compliance
- **Methodologies:**
SDLC, Agile/Scrum, QA documentation standards, process improvement
- **Additional Skills**
 - **Management:** Experienced in team supervision, operational management, and staff training
 - **Administrative:** Proficient in budgeting, scheduling, inventory management, and contract negotiation
 - **Customer Service:** Exceptional communication skills, adept at resolving issues and ensuring customer satisfaction
 - **Leadership:** Skilled in leading projects and working effectively in team environments
 - **Analytical Skills:** Capable of breaking down complex problems, using quantitative analysis for decision-making
 - **Flexibility:** Comfortable adapting to dynamic and ambiguous situations

Experience

Server

Olive Garden – ChampionsGate, FL

October 2023 – Present

- Respond to real-time operational incidents, rapidly identifying issues and prioritizing resolutions to minimize customer impact.
- Follow established procedures and service standards consistently in a high-volume production environment.
- Accurately process and document transactions, maintaining data integrity across POS systems.
- Communicate effectively with multiple teams to troubleshoot issues and restore normal operations.
- Identify recurring issues and recommend workflow or process improvements to reduce repeat incidents.

Security-Relevant Experience:

Incident awareness • Public safety mindset • Procedure compliance • Real-time problem response
• Documentation accuracy

Bartender / Server Gaylord Palms Resort & Convention Center (Marriott)

November 2022 – June 2023

- Supported daily operations while adhering to strict Marriott compliance and quality standards.
- Processed system-based transactions with a strong focus on accuracy and reconciliation.
- Assisted in onboarding and training staff on operational procedures and service standards.
- Managed competing priorities under pressure while maintaining attention to detail and service continuity.

Security-Relevant Experience:

Compliance enforcement • Professional presence • Monitoring environment activity • Accuracy under pressure

Restaurant Manager

The Grove Resort & Waterpark – Winter Garden, FL

March 2021 – November 2022

- Led daily operations with responsibility for enforcing SOPs, quality controls, and operational consistency.
- Performed root cause analysis on recurring operational issues and implemented corrective actions to prevent recurrence.
- Built and maintained Excel-based tracking tools for scheduling, inventory, and financial data analysis.
- Coordinated across departments to resolve issues and maintain uninterrupted service delivery.
- Reviewed incident trends and performance metrics to drive efficiency and quality improvements.

Security-Relevant Experience:

Incident review • Policy enforcement • Documentation and reporting • Team leadership • Risk awareness