

Elliot Erickson

TRAINING & ORGANIZATION, PROJECT MANAGEMENT

(715) 603-5144



eric0952@gmail.com



PROFESSIONAL SKILLS

Training Program Management
Agile Development
Waterfall Development
Team Leadership
Project Management
Change Managements
Sales Strategy
Requirements Documentation
Resource Management

TECHNOLOGY SKILLS

MS Office Suite
Adobe Captivate
Adobe InDesign
Assima Training Suite
HTML & CSS
WordPress
Drupte

PROFESSIONAL PROFILE

Experience in diverse industries focused on training and project management
Training & Leadership in Hospitality Management and Healthcare

- Record of successful Training program and project management implementation
- High energy, cross functional, strategic and business expertise with a strong record of high performance
- Driven by a passion for operational excellence
- Experience in full project management cycle: Plan, Implement, Track, Improve
- Skilled at working in fast paced, high demand, highly visible environments

EXPERIENCE

Service and Training Consultant, Three Month Project
Boho Restaurant, San Francisco, CA
August 2020 – November 2020

- Reviewed service standards and staffing model with owners
- Reorganized staffing model to better align with customer service goals, supported a 20% increases in nightly guests while improving guest service quality
- Advised wine program reorganization to increase wine selections by 40% and increase top end wine prices by \$160 a bottle
- Created staff position training collateral for training new and existing staff
- Implemented staff training plan via nightly training during service

Service Captain (Assistant Manager)
Michael Mina Restaurant, San Francisco, CA
One Michelin Star
December 2019 – May 2020 (Laid-off due to COVID-19 closure)

- Developed a performance improvement plan to achieve two Michelin stars
- Reviewed managements administrative tasks, streamlined inefficient tasks and removed redundant tasks to increase efficiency
- Created and implemented menu training collateral to increase staff knowledge
- Assisted general manager in monitoring service and guest needs, fielding compliments and complaints
- Supported and managed service staff and maintained nightly staffing levels
- Ran, reviewed, and communicated nightly financial reports with general manager and regional VP

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PROFESSIONAL ORGANIZATIONS

American Health Insurance Plans
(AHIP)
2015-2018

Court of Master Sommeliers,
Certified Sommelier
2005-2014

EDUCATION

University of Minnesota
Graduated 2005
BA Philosophy,
Business Management

Northwestern University
Post-Baccalaureate 2014
Philosophy

EXPERIENCE continued

Service Captain
Atelier Crenn Restaurant, San Francisco, CA
Three Michelin Stars, San Pellegrino World's Best #34
January 2019 – December 2019

- Functioned as team trainer for new front-of-house employees
- Reviewed team member performance with general manager and communicated areas of improvement
- Coordinated a service team of three to direct guest experience
- Reviewed sales method for luxury add-ons (caviar) with general manager and made strategic improvements. We increased add-on sales by 15% with an overall check average increase of \$22 per person

Service Captain
Quince Restaurant, San Francisco, CA
Three Michelin Stars
September 2017 – January 2019

- Created and implemented staff training program and training collateral to increase knowledge and sales of luxury add-ons (cheese, spirits). Successfully increased staff knowledge of goods and saw a 18% increase in add-on sales
- Coordinated a service team of three to direct guest experience
- Functioned as team trainer for front-of-house employees being promoted to higher ranking positions
- Successfully lobbied for a change in pay structure to better support our entry-level team members

Management Consultant Senior Analyst
Accenture, Traveled throughout USA, Based in Chicago and San Francisco
July 2015 – October 2017

- Training and Organization, Training Program Developer
Accenture Federal Services Client – Government Healthcare Provider
- Developed and delivered, with Senior Project Leadership, Computer Based Training (CBT) for Cerner Electronic Health Record Systems (EHR). We delivered over 150 individual CBT lessons tailored for multiple end-user roles
 - Utilized Assima Training Suite (ATS) to develop CBTs. It is a robust technology suite which allows development of software clones of training systems. HTML and CSS provide the scripting backbone to the software suite
 - Managed teams of contractors, three to five members, and oversaw their work quality during the waterfall development process
 - Internal development trainer for team members across the partnership
 - Managed Quality Management and Debug Cycles. Defined and implemented handoff procedure for delivery cycle. Reported status updates to Senior Project Leadership

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REFERENCES

Chef Thomas Lents
Direct Supervisor
Sixteen Restaurant
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Craig Adams
Direct Supervisor
Accenture
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Accenture
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EXPERIENCE continued....

Accenture continued....

Business Services Analyst, Project Management

Accenture LLP Client – Medicare/Medicaid Insurance Payer

- Developed, communicated, and delivered Business and Technical Requirements Documentation on Project Management Team for up to four simultaneous projects
- Ran weekly status calls for project, attended by relevant Senior Engineers, Directors, and Department VPs. Maintained project status and followed up on weekly action items

Relationship Manager – American Health Insurance Plans (AHIP)

- Served as business liaison between Accenture Healthcare and the nation's only Health Insurance policy advocacy and trade organization, AHIP
- Managed the \$500k contract to maximize Accenture's utilization of speaking engagements, white paper releases, and quarterly industry conferences
- Managed two internal contractors on the planning team. Planned research and speaking topics to be released through AHIP with Accenture industry experts and VP level professionals
- Communicated with Accenture and Health Payer Industry VP and C-Level professional, building relationships and partnerships

Co-Founder

Real Estate Investment, Chicago, IL

September 2013 – June 2015

- Connected home sellers with contractors for negotiable fee
- Discovered and recorded leads through local Clerk of Courts
- Created and managed Direct Marketing campaign, targeting potential buyers and sellers by utilizing multiple communication channels
- Negotiated selling price with home owner and secured by contract

Manager and Sommelier

Sixteen Restaurant, Chicago, IL, *Two Michelin Stars*

September 2011 – September 2013

- Managed staff of 25+ within six different job functions
- Responsible for staffing, performance evaluation, and scheduling
- Conceived of and implemented social media presence with Marketing Department
- Reorganized staffing structure to increase service standards and decrease payroll hours by 10%
- Developed and implemented training plan to achieve quarterly, weekly, and daily improvement goals. The team earned two Michelin stars within two years
- Developed and implemented beverage knowledge and sales training program for three food and beverage outlets