

Nicholas Pinkney

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Professional Summary

<https://npink125.wixsite.com/it-portfolio>

Willing to relocate to: Cleveland, OH

Work Experience

General Manager

McDonald's-Northfield, OH

August 2024 to Present

- Oversee all aspects of daily operations, including staff management, customer service, and financial performance
- Implemented effective marketing strategies that increased customer traffic by an average of 10% per month
- Implemented effective time targets in the store that have increased profitability by an average of 10% per month
- Lead a team of 35 employees, providing guidance, training, and support to ensure high levels of productivity and performance
- Verify compliance with health and safety regulations by conducting regular inspections and implementing corrective actions when necessary
- Resolve customer complaints promptly and effectively to maintain high levels of customer satisfaction

Assistant Manager

McDonald's-Strongsville, OH

November 2023 to August 2024

- Assisted in the management of daily operations, ensuring smooth and efficient workflow
- Supervised and trained a team of 40 employees, providing guidance and support to maximize productivity
- Collaborated with the general manager to develop strategies for achieving sales targets and improving customer satisfaction
- Managed cash handling procedures, including opening/closing registers, preparing deposits, and reconciling discrepancies
- Developed employee schedules based on business needs while optimizing staffing levels during peak hours

Production Scheduler/Planner

Jiffy Products of America-Lorain, OH

June 2021 to November 2023

- Responsible for scheduling orders on production lines in a manner to help create optimal DOT for customers
- Monitor shifts to make sure orders are flowing smoothly

- Address issues with the schedule for minimum disruptions
- Keep paperwork organized
- Work with quality control, shipping, and other staff in the warehouse to guarantee that production will flow efficiently

Machine Operator

3D Metals-Valley City, OH

September 2017 to May 2021

- Utilized calipers, bore gauges, and precision instruments for measurement
- Assembled product according to customer specifications
- Operated Oscillation machine
- Trained new operators

Service porter

Joe Firment Chevrolet-Avon, OH

March 2015 to August 2017

Washed cars, took customers to/from work and home, shop cleaning, dealership cleaning

Team Lead

Pizza fire-Parma, OH

August 2016 to March 2017

Close the store, count the drawer down at night, crew supervisor, make sure the store is running properly

McDonalds Manager

McDonald's-North Royalton, OH

March 2012 to August 2016

- properly trained new employees in various work stations
- maintained a clean and safe working environment during all shifts
- happily and understandingly handled customer complaints
- enforced a calm and team oriented work place

Education

Leading Great Resturants (Bachelor's degree)

Hamburger University-Chicago, IL

July 2025 to July 2025

Information Technology (Associate's degree)

DeVry University-Cleveland, OH

May 2022 to December 2024

Diploma

Strongsville high school

Skills

- Profit & loss

- SAP ERP
- Food service (9 years)
- Attention to detail
- Microsoft Access
- Negotiation
- POS
- Software troubleshooting
- 5S
- Decisiveness
- Microsoft Word
- Guest services
- Demand planning
- ERP Systems (2 years)
- Store management
- Cashiering
- Microsoft Office (10+ years)
- Shift management (6 years)
- Interpersonal skills
- ISO 9001 (4 years)
- Bore Gauges (4 years)
- Organizational budget management
- Analysis skills
- MRP
- Time management
- Team development
- Recruiting
- Mac OS
- Food Production (7 years)
- Six Sigma
- General manager experience
- Computer literacy
- Microsoft Excel (5 years)
- Cash handling (8 years)
- Restaurant management (2 years)
- Inventory management
- Management (5 years)
- Manager
- Profit & Loss statement
- Typing
- Food Preparation (7 years)

- Teaching
- Supervising experience
- Systems & applications support
- Detailing (2 years)
- Car Wash (2 years)
- Performance management
- Conflict management
- Leadership (6 years)
- IT support (2 years)
- Forklift
- Product management
- Production planning (2 years)
- Conflict resolution
- Calipers (6 years)
- Restaurant experience (10+ years)
- Windows
- Food safety (6 years)
- Inventory control
- Teamwork
- Lean Six Sigma
- Training
- Customer service (10+ years)
- System troubleshooting
- Computer skills
- Team leadership
- IT (2 years)
- Communication skills (10+ years)
- Lean Manufacturing (2 years)
- Continuous improvement

Languages

- English

Certifications and Licenses

Driver's License

Present

Lean Six Sigma White Belt

Present

Six Sigma Certification

Food Safety Certification

CPR Certification

ServSafe

Forklift Certification