

Hawk Shannon

Full Stack Developer

Personal Info

Address

227 Brown
Philadelphia, Pennsylvania,
19123

Phone

(720) 985-1767

E-mail

hawk.dillinger@gmail.com

Skills

Customer service

Excellent

Team leadership

Excellent

Employee training

Excellent

HTML/CSS

Excellent

Javascript

Very Good

JQuery

Very Good

React

Good

Results-focused supervisor offering 20 years of experience leading talented restaurant personnel. Successful at engaging with staff by discussing sales performance, maintaining accountability and acknowledging excellent performance. Driven to maintain service standards by supporting staff in effective handling of service issues and customer communications.

Work History

2018-04 -

Floor Manager / Server Coach

2019-05

Suraya Restaurant And Garden, Philadelphia, Pennsylvania

- Monitored inventory to determine loss points, maintain clear records and strengthen controls.
- Coached employees and trained on methods for handling various aspects of sales, complicated issues and difficult customers.
- Implemented challenging personnel and department goals to drive performance.
- Offered hands-on assistance to customers, assessing needs and maintaining current knowledge of consumer preferences.

2014-10 -

Private Event Coordinator

2017-10

TAG Restaurant, Denver, Colorado

- Coordinated florists, photographers, videographers, musicians, officiants and ceremony participants during rehearsals and pre-ceremony, ceremony and reception events.
- Managed administrative logistics of events planning, including contract signing, fee collection, event booking and event promotions.

Education

LPS Coding Boot Camp: Full Stack Web Development

University of Pennsylvania - Philadelphia, PA

Fish And Wildlife Management

Montana State University - Bozeman - Bozeman, MT