

MANAGER MANAGER MANAGER - IKE'S LOVE AND SANDWICHES Long Beach, CA Seeking a project coordinator position within a reputed organization that promotes opportunities to utilize and master problem solving, multi-tasking, leadership, and communication skills to contribute to the growth of the organization. Professional and technical skills Authorized to work in the US for any employer Work Experience MANAGER IKE'S LOVE AND SANDWICHES December 2016 to Present Held a key leadership role in the restaurant's including menu development, pricing, operational procedure development, and restaurant workflow planning Screened, interviewed, hired, and trained team of 20+ employees on all aspects of operations, menu, food/service quality, and performance expectations Maximize profits through effective cost control, staff scheduling, inventory management, and ordering Managed vendor relationships to minimize COGS Directed a team of 30+ employees over two separate locations SHIFT LEAD IKE'S LOVE AND SANDWICHES September 2016 to December 2016 Ran smooth shifts while giving great customer service, using proper food handling skills, and encouraging team members to work efficiently Trained kitchen staff on proper use of equipment, food handling, and portion sizing Oversaw scheduling and training of employees Met, greeted and encouraged feedback from customers and used feedback to implement positive changes within the restaurant Worked as a team to provide excellent customer service in a fast and friendly way IT PROJECT COORDINATOR (INTERNSHIP) FCTI, INC May 2015 to August 2016 Assisted Project Manager in development and maintenance of project plans in accordance with Project Management Lifecycle concepts Coordinated & Documented JAD sessions to assist Business Analysts to develop requirements and testing efforts for small to medium scale projects Coordinated UAT (User Acceptance Testing) & E2E (End-To-End) activities for multiple application deployments, ensuring completion and mitigating risks across multiple integrated systems Utilized various communication skills to navigate complex business and vendor relationships to achieve project milestones/goals while maintaining positive working relationships Assist in preparation of high level User Documentation and Training materials Education LEADERSHIP California State University 2012 to 2017 Skills Conflict Management (Less than 1 year), Consumer Marketing (Less than 1 year), Data Analysis (Less than 1 year), Excel (Less than 1

year), Excellent Written (Less than 1 year) Additional Information Technical Skills Data Modelling Financial Analysis Visual Modeling (Work-Flow Diagrams) Data Analysis Software Development Life Cycle (SDLC) Business Process Modeling Consumer Marketing Strategies Project Coordination Program Skills Microsoft Word Microsoft Excel (Advanced - VBA/Macros/Pivot Tables) Microsoft Visio Microsoft PowerPoint Microsoft Access Microsoft Project Soft Skills Negotiation Active Listening Conflict Management Problem Solving Strategic Thinking Adaptability Technical Writing Public Speaking Presentation Development Team Building Excellent Written and Verbal Communication Multi-tasking Interpersonal Communication Conflict Resolution

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