**Yashua Ben Abraham**

Charlotte, NC 28212

Tel : 980-867-2454

Email: yashuab.abraham@gmail.com

**Skills:**

Organization, P.O.S. systems, and Customer relations, Excel, Word, Outlook.

**Professional Experience:**

***HMS Host January 2014-Present***

*Concourse Supervisor(includes managing 2 restaurants, yogurt shop, & 2 Grab N’ Go’s)*

* Manage operations during shifts that include decision making, staff support, upholding standards, quality and cleanliness.
* Knowledge of computer operations sufficient to enter, retrieve and manipulate data for inventory,purchase orders,sales reports,and labor.
* Manages inventory efficiently, accurately, and in a cost-effective manner.
* Consistently interact with guest and follow up on any issue or complaints they may have.
* Follows all cash management and cash register policies and ensures proper cash management practices are followed by shift team.
* Uses analytical skills to gather information, analyze facts, and make critical decisions to improve overall function of restaurant.
* Able to handle multiple tasks and communicate information to and from several sources ensuring that the whole team is focused on key priorities so they are executed in a timely manner.
* Work under stressful conditions and react appropriately using good judgment on daily basis in a fast pace environment while upholding customer service standards.

***Office Depot June 2013-January 2014***

*Customer Service*

* Greeted customers enthusiastically and immediately, articulated product knowledge while also addressing any concerns.
* Processed payments and offered extended service plans.
* Obtain underwriting approval by completing application for coverage.
* Ability to help customers with print,copy,and fax services.

***Epting Events April 2012-June 2013***

*Server/Catering*

* Prepared and served a variety of foods for 300 to 1000 guests.
* Prepared tables with special attention to sanitation and order.
* Properly open and pour wine at the tableside.
* Set up events according to theme. Coordinated bar and food menu.
* Worked in warehouse organizing, loading and unloading trucks.

**Education:** Norcross High School- Diploma 2012