

Zachary Brewer

To find a new and exciting opportunity to build upon my experience in the work force and to challenge myself to learn new skills that will serve me in any future endeavors or career opportunities.

Experience

Aug 2021 – May 2023

Manager - *Pinky's Westside Grill*

Ran daily operations in a high-volume restaurant where we averaged over 500 tables per day and encouraged a positive, collaborative environment for a staff of 20+ front of house employees as well as 10+ kitchen staff. In our team service approach with our service staff communication was at the forefront of everything we did at the restaurant to ensure all guests were satisfied

- Practiced problem solving skills for any issues with equipment that may arise throughout the day, as well as being the main point of contact for any customer and staff concerns.
- Managed cash drawers and conducted bank runs maintaining an excess of \$2,500 for daily employee tip outs, demonstrating attention to detail and integrity to limit any discrepancies.
- Supervised daily deliveries and handled a high volume of check writing for various vendors.
- Administered disciplinary action, including written warnings and verbal counseling and maintained strict confidentiality when handling disciplinary cases.
- Facilitated regular communication with ownership and my general manager to provide updates on business operations and address concerns.

Oct 2017 – July 2021

Sales Associate – *Advance Auto Parts*

Helped customers to diagnose issues with their vehicle and source any auto parts they may need and find the best price available. Built relationships with local mechanics shops, dealerships and frequent customers to ensure excellent customer service and built trust to reliably source parts and deliver those parts in a timely fashion.

- Demonstrated proficiency in identifying and recommending suitable auto parts based on customers' specific vehicle needs, resulting in a high rate of customer satisfaction.
- Maintained an organized inventory system, ensuring accurate stock levels and efficient order processing for smooth and timely deliveries.
- Trusted as a key holder, responsible for opening and closing the store, ensuring security and adherence to operating procedures.
- Maintained accurate records of daily sales transactions, reconciling cash registers, and prepared bank deposits with no discrepancies.

Education

2011 – 2015

William Amos Hough HS

Cornelius NC

Skills

- Attention to Detail
- Leadership
- Teamwork
- Organization
- Problem Solving

Contact

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Experience

Dec 2015 – June 2017

Service Staff – *Hawthorne's NY Pizza*

Provided excellent customer service and attention to detail to accurately place customers' orders, both in the dining room and take-out orders.

Communicated with management when customer concerns were brought to my attention and promptly resolved those concerns.

- Provided exceptional customer service to restaurant guests, ensuring a positive dining experience and earning consistent positive feedback on online review platforms.
- Demonstrated extensive knowledge of the menu, including ingredients, preparation methods, and allergen information.
- Efficiently took and processed orders, accurately inputting them into the POS system and delivering meals promptly.
- Proactively addressed guests' inquiries, special requests, and concerns, promptly resolving issues to ensure guest satisfaction and repeat business.

May 2013 – Sep 2013

Swim Instructor – *MAC Swim School*

Enthusiastically taught kids swim lessons and reported progress to parents and guardians. Creating a positive and fun environment that fosters a love for swimming, instilling confidence in young swimmers. Committed to promoting water awareness and essential swimming techniques, I strive to empower children to become strong and confident swimmers.

- Conducted engaging and age-appropriate swim lessons for children aged 5 to 12, focusing on water safety, fundamental swimming skills, and stroke development.
- Utilized positive reinforcement and encouragement to create a fun and supportive learning environment, resulting in high student retention and positive feedback from parents.
- Implemented creative games and activities during lessons to keep children motivated and engaged, making each session enjoyable while achieving learning objectives.
- Conducted regular progress assessments and provided constructive feedback to both students and parents, tracking individual improvements and setting achievable goals.