
Alexandra Nunez

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Career Overview

An energetic and hospitable professional with six years of experience managing fast-paced, high volume restaurants with eight total years of catering to consumer needs as a customer service specialist; Proficient in multi-tasking under high pressure environments. Highly experienced in verbal and non-verbal communication with keen attention to detail; and a sales driven attitude catered to each individual and the brands focus always in mind.

Career History

Bolay LLC Pembroke Pines, Miami Lakes, FL

July 2018-Current

Salary Leader

Recruited to lead a team for a growing brand “Bolay” being fully devoted to the expansion of this companies vision and principals as a restaurateur and “business owner.” The qualities I’ve brought to this company are those of a seasoned and dedicated leader that focuses on the guest experience and protection of the brand.

- Effective communication with all staff, suppliers, support team and founders; implementation of sales building tactics and support communications.
- Expense and revenue monitoring and management via third party software; Tracking PnL’s, by following yearly, monthly and weekly trends; Analyzation of consumer trends throughout each period.
- Assessing our costs vs. sales based off of monthly forecasts; completing daily sales reports and monthly audits that optimize proactive sales periods and budget goals.
- Exceeding all customer requests; Tailoring to each individuals needs with fast and proper resolution practices, developing customer trust.
- Responsible for overseeing all customer escalations via third party delivery services (Uber, Doordash, Postmates etc. and resolving all in-store occurrences; Trouble shooting all third party and tech related issues.
- Proven ability to efficiently coordinate work activities to meet multiple challenging demands
- Ensuring compliance with licensing, hygiene, health and safety legislation/guidelines.
- Sales building through in-store marketing including event planning, community outreach and donations; vast involvement in the community, building relationships and brand awareness.
- Revitalized training practices for new store openings; Created training tools that executed smooth transitions between new hires and staff members.
- Participation in all support related communication meetings via zoom enabling clear direction for all the leadership teams in South Florida.

Assistant General Manager

Promoted to Kitchen Manager after six months of successful performance as a team member followed by a Service Manager position and furthermore as the Assistant General Manager supervising thirty or more employees during AM and PM shifts.

- Conveyed leadership mentoring through one on one conversations with all team members and trainees for in-store/out of store leadership positions.
- Execution of all staff schedules including onboarding for all new hires using third party systems; implementation of training and developmental tools.
- Presenting daily reports evaluate cost vs. sales trends, labor and inventory stock counts.
- Completion of daily operational reports including SMG guest assessments of quality and overall experience; Implemented spreadsheet keeping track of all less than satisfactory experiences and arranged call backs for each guest.
- Proper observation of specs from all vendors with close reporting and tracking of vendor resolutions; building relationships in the area to further supporting small businesses.
- Collaborations with other brands to further expand companies vision; This included working with local breweries and farms to bring in high quality ingredients and supporting the community. Evaluation of all guest desires and companies outputs.

Cabo Flats Doral, FL

Server/Bartender

Jan 2018-June 2018

- Executing excellent customer service with focused attention on guests needs.
- Up-selling products with higher profit margins with company goals always in mind.
- Carefully listening to orders while making suggestive offers on food and beverages.
- Having complete knowledge of food and beverage menu as well as relative promotional items; Providing orders in a timely manner with proper presentation.
- Properly following company and state policies and hygienic practices.
- Properly following all sanitation procedures, safety recommendations and CDC guides.
- Upholding and completing side work while helping others.
- Properly maintaining liquor stocks throughout shift as well as opening and closings.

EDUCATION

Miami Dade College / Hialeah Gardens High School

August 2010- May 2014

High School Diploma

Recording Connection

January 2018-January 2019

- Certified in Music production and Sound Engineering

Skills

Experienced with Ableton Live Suite 10, Protools, Adobe editing softwares, Excel and Microsoft softwares.

Avid with computer and telecommunication applications.

Bilingual: Fluent in both English, Spanish (verbal and writing.)