**Jason Lindley**

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**SUMMARY**

Results-driven hospitality professional with a strong background in health and safety protocols, guest satisfaction, and team leadership. Skilled in managing high-volume operations, optimizing efficiency, and reducing costs. Proficient with technology, operating systems and management. Experienced in training and mentoring staff to deliver exceptional service. Currently pursuing a Web Development Program with a 3.83 GPA. Recognized for academic excellence as a member of the Phi Theta Kappa Honor Society.

**KEY SKILLS**

* Health and safety protocols
* Guest satisfaction and experience enhancement
* Hospitality management and service
* Team leadership and training
* Inventory management, ordering, and restaurant focus
* Proficient in computers, technology, and POS systems
* Photography and videography expertise
* Certifications in HTML/CSS, Python, and Windows Fundamentals
* Proficient in Microsoft Office suite
* User Experience and UI Design

**EDUCATION**

**Clark College - Web Development Program**

September 2020 - Present

* Currently pursuing a Web Development Program at Clark College.
* GPA 3.83

**HONORS**

**Phi Theta Kappa Honor Society**

May 2022 - Present

* Member of Phi Theta Kappa Honor Society, recognizing academic excellence.

**Vice President’s List**

March 2021- Present

* Recognized on the Vice President's List

**WORK EXPERIENCE**

**Manager, 13 Coins, Vancouver, WA**

March 10th, 2023 - Present

* Successfully oversee daily operations of a high-volume restaurant, ensuring exceptional customer service and satisfaction.
* Train, mentor, and motivate a team of servers, hosts, and kitchen staff, fostering a positive work environment and maximizing productivity.
* Implement effective strategies to optimize efficiency and minimize costs, resulting in improved profitability and reduced waste.
* Responsible for inventory management, including ordering supplies, monitoring stock levels, and conducting regular audits to minimize shortages and excessive inventory.
* Maintain strict adherence to health and safety regulations, conducting regular inspections and training staff on proper food handling and sanitation procedures.
* Handle customer inquiries, complaints, and feedback, resolving issues promptly and ensuring a positive dining experience.

**Server, Waterfront Taphouse, Vancouver, WA**

June 2022 - March 2023

* Opened and closed the establishment, ensuring smooth operations
* Consistently provided exceptional experiences that exceeded guest expectations
* Trained and supported colleagues to deliver flawless service
* Demonstrated versatility by working in all areas of the restaurant
* Utilized effective communication to engage and satisfy guests
* Committed to continuous personal and professional growth
* Maintained up-to-date knowledge of menu items and beverages
* Responded to inquiries in a polite and helpful manner
* Contributed to establishing a welcoming environment for new guests during the restaurant's launch phase

**Admin, FedEx, Portland, OR**

Nov 16th, 2020 - July 7th, 2022

* Responded to inquiries in a polite and helpful manner
* Provided exceptional customer service, surpassing expectations
* Supported the entire building and colleagues with store-related tasks
* Demonstrated versatility by working in multiple areas for efficient operations
* Utilized effective communication and collaboration with colleagues
* Pursued continuous self-improvement through learning new skills and knowledge
* Adapted to new strategies to develop optimal solutions.

**Manager, Pasta Uovo , Santa Monica, CA**

July 2017 - May 2020

* Conducted staff training for servers, bussers, and managers.
* Ensured compliance with health code and safety standards.
* Inspected daily prepared food for quality control.
* Handled guest complaints and ensured satisfaction.
* Stayed updated on restaurant changes and future plans.
* Maintained smooth flow between front of house and back of house.
* Managed inventory and assisted with product ordering.
* Oversaw kitchen operations to ensure timely food delivery.
* Supervised and motivated team, providing feedback and addressing performance issues.

**REFERENCES**

Available upon request