**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

**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

Experienced Manager who successfully oversees daily operations of a high-volume restaurant, ensuring exceptional customer service and satisfaction. Skilled in training, mentoring, and motivating a team to maximize productivity. Implements strategies to optimize efficiency and minimize costs. Proficient in inventory management and maintaining adherence to health and safety regulations. Handles customer inquiries and resolves issues promptly.

* 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

Dedicated server with experience and skilled in opening and closing procedures, consistently delivering exceptional guest experiences, and training colleagues. Versatile in working across all areas of the restaurant. Strong communication skills and committed to personal and professional growth. Knowledgeable about menu items and beverages, and adept at creating a welcoming environment for new guests.

* 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

Customer service-oriented professional with a strong track record of responding to inquiries in a polite and helpful manner. Consistently provides exceptional service that surpasses expectations. Supports colleagues and the entire building with store-related tasks. Demonstrates versatility by efficiently working in multiple areas. Effective communicator and collaborator. Committed to continuous self-improvement and adapts to new strategies to develop optimal solutions.

* 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

Results-driven manager with a proven track record of providing top-notch service to restaurant customers. Skilled in maintaining priorities, ensuring compliance with regulations and safety standards, and delivering outstanding food and beverage service. Experienced in conducting staff training, ensuring compliance with health code and safety standards, and inspecting food for quality control. Proficient in handling guest complaints, staying updated on restaurant changes, and maintaining a smooth flow between front of house and back of house. Strong inventory management skills and ability to oversee kitchen operations for timely food delivery. Adept at supervising and motivating teams, providing feedback, and addressing performance issues.

* 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