

# DANIEL KIM

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## PROFESSIONAL SUMMARY

Proactive Shift Manager with 14 years of leadership experience in hospitality. Expertise in staff management, customer satisfaction, and operational efficiency, achieving measurable results such as boosting revenue, improving retention, and streamlining processes. Skilled in team leadership, inventory management, and safety compliance to exceed business objectives.

## WORK HISTORY

01/2020 to 12/2025

### Shift Manager

**Capital Dine Group** – Seattle, WA

- Managed a team of 15 with 98% attendance rate.
- Increased customer satisfaction scores by 25%.
- Streamlined shift scheduling, reducing downtime by 10%.

01/2013 to 12/2019

### Service Supervisor

**The Golden Plate** – Seattle, WA

- Boosted sales by implementing promotions, achieving \$1.5M yearly.
- Trained 20+ staff to improve productivity by 30%.
- Redesigned kitchen operations, cutting prep time by 15%.

01/2009 to 12/2012

### Operations Team Leader

**Harborview Bistro** – Tacoma, WA

- Directed daily operations to meet 100% safety compliance.
- Optimized inventory management, saving \$20K annually.
- Enhanced table turnover rate by 18%, improving revenue.

## ACCOMPLISHMENTS

- Launched employee training program improving retention rate by 20%.
- Designed promotional campaigns boosting revenue by \$50K annually.

## SKILLS

### Performance Optimization



### Team Leadership



### Customer Service



### Inventory Management



### Scheduling & Planning



## CERTIFICATIONS

- Certified Restaurant Manager - National Restaurant Association
- Food Safety and Handling Certification - ServSafe
- Advanced Leadership Training - Hospitality Leadership Institute

## EDUCATION

12/2008

**Master of Business Administration: Operations Management**  
University of Illinois at Chicago - Silverlake, WA

12/2006

**Bachelor of Science: Hospitality Management**  
Indiana University Bloomington - Silverlake, WA