

Anthony Castillo
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EDUCATION

B.S. - Bachelor of Science- Neuroscience - University of Texas at Dallas

SKILLS & ABILITIES

Excellent Guest & Customer Service Skills
Employee Scheduling, Onboarding, Inventory
Restaurant Management
Lab Attendant

CAREER SUMMARY

Seeking a position in a Computer Science, Technology, or Cognitive Science oriented setting, where I can apply listening skills, problem solving, and web development skills to build a career in intuitive technological science and cognition.

PROFESSIONAL WORK HISTORY/EXPERIENCE

Bar Manager

Drake's Hollywood, Dallas, Texas

10/2019 to Present

A new concept helmed by Vandelay Hospitality Group of Park Cities that established itself as a classic upon open.

- Setting an immediate focus on supporting the management team to shape the standards of a new restaurant as a place of superior guest service, a celebratory welcoming environment, and uniquely satisfying mix of modern and classic Hollywood inspired cocktails and dishes.
- Responsible for taking inventory, monitoring inventory, and ordering accordingly of all liquor, beer and wine supply for the restaurant with a constant strive to minimize cost and maximize revenue accrued by alcoholic beverage sales.
- Managing and directing a team of bartending staff within the restaurant. Establish the Drake's Bar as a cocktail bar which is highlighted in multiple Dallas area restaurant magazines by committing to a consistent manner of mixology and guest experience.
- Assist in managing the restaurant at large; daily operations via standardizing a high level of service in a more formal setting.
- Incorporating and developing new staff and clientele, focus on accomplishing the vision of Drake's Hollywood as defined by the General Manager and corporate office.
- Aiming to formulate relationships with guests and clientele to establish Drake's as a place guests can regularly visit, feel welcome, and celebrate.

Kitchen Manager

PRI-Pappas Restaurants Inc., Richardson, Texas

01/2016 to 09/2019

Pappadeaux stands to be the most popular concept of PRI's high volume, committed to quality restaurant.

- Responsible for directing all dining room and kitchen staff to prepare a consistent high-quality product per restaurant procedures while providing superior customer service.
- Actively observing and coaching fifty (50) employees of varying positions from entry level to management roles.
- Responsible for strategic staff scheduling with a mindful approach to their individual development.
- Ensure food safety adherence while monitoring kitchen staff on proper culinary execution of all restaurant dishes in a fast-paced environment.
- Mediating escalated employee and guest relation conflicts once alerted and requested by a floor manager to ensure a fair but equitable solution.
- Setting weekly/monthly goals for overall staff along with specific areas of responsibility.
- **Floor Manager (promotion)**-Monitored dining room staff of 20 or more employees in order to ensure adherence to company standards of excellence. Ensure superior product quality, provide exceptional service and constant innovation. Responsible for actively changing list of guests and addressing staff concerns.
- Exhibit time management by prioritizing which issues to solve immediately. Maintain rapport with all guests to encourage higher levels of repeat patronage, which leads to higher profits for the company. Resolved any customer service issues quickly and efficiently to maintain the highest level of guest satisfaction. Met and exceeded weekly/monthly staff development goals set by upper management.
- **Server/Expo Trainer**-Trained new servers on server procedures, proper serving etiquette, and necessary food knowledge per the restaurant expectations. Provided rapid, efficient, and hospitable service to guests to include exceptional dining experience. Assist with upkeep of the restaurant's kitchen in terms of cleanliness, proper equipment uses, and assembling orders for delivery in a timely manner to guests table side.

Lab Attendant

Texas Institute for Preclinical Studies

02/2015 to 12/2015

TIPS is an animal research hospital reporting its studies to the college of veterinary medicine, located within Texas A&M University.

- Followed research lab guidelines and scheduling for the proper upkeep of various lab space facilities
- Ensured proper sterilization of operation rooms between clinical studies conducted by veterinarians on a daily basis.
- Assisted all employees as necessary across all entry level roles throughout the clinic's facilities. Encourage personal growth and team efficiency.