

# Professional Summary

Results-driven Food & Beverage professional with expertise in pre-opening, menu development, and team leadership. Proven track record of driving revenue growth and enhancing customer satisfaction in high-pressure environments. Seeking to leverage my skills to drive business success in a dynamic organization.

## Professional Experience

### Director of Food & Beverage Operations (FB09)

Inazuma.co | January 2020 - Present

### Assistant Director of F&B; (FB07)

Sakura Hospitality Group | June 2018 - December 2019

#### **Key Achievements:**

- Increased F&B; revenue by 25% through effective menu engineering and promotional strategies.
- Improved customer satisfaction ratings by 30% via enhanced service standards and staff training.

#### **Responsibilities:**

- Managed daily F&B; operations across multiple outlets.
- Developed and implemented menus, resulting in a 20% increase in sales.

### F&B; Manager (FB05)

Mitsubishi Hotels | March 2015 - May 2018

#### **Key Achievements:**

- Successfully led the pre-opening team for a new hotel, ensuring timely and within-budget launch.
- Enhanced employee engagement, resulting in a 40% reduction in staff turnover.

#### **Responsibilities:**

- Coordinated F&B; services for conferences and events, ensuring high client satisfaction.
- Conducted regular inventory management to minimize waste and optimize stock levels.

### Assistant F&B; Manager (FB03)

Tokyo Bay Restaurants | January 2012 - February 2015

**Key Achievements:**

- Implemented a loyalty program, leading to a 15% increase in repeat business.
- Collaborated with the culinary team to develop seasonal menus, boosting sales by 12%.

**Responsibilities:**

- Assisted in the daily management of F&B operations, focusing on service quality and customer satisfaction.
- Trained new staff members to ensure seamless integration into the team.

## Education

**Bachelor of Science in Hospitality Management**

University of Nevada, Las Vegas (UNLV) | December 2011

## Technical Skills

**Food & Beverage Operations:**

- Menu Development
- Pre-opening Procedures
- Inventory Management
- Staff Training and Development

**Leadership and Management:**

- Team Leadership
- Strategic Planning
- Customer Service Enhancement
- Revenue Growth Strategies

**Software Proficiency:**

- Point of Sale (POS) Systems
- Hotel Management Software (HMS)
- Microsoft Office Suite