

Professional Summary

Results-driven Food & Beverages professional with expertise in Human Resources, Employee Engagement, and Performance Management. Proven track record of driving employee satisfaction and performance excellence in fast-paced environments. Seeking to leverage my skills to drive business growth and employee development in a senior leadership role.

Professional Experience

Director of Food & Beverages Operations

Inazuma.co | January 2020 - Present

Assistant Director of F&B; Operations

Tasty Bites Inc. | June 2018 - December 2019

Key Achievements:

- Improved employee engagement by 25% through targeted training programs and feedback mechanisms.
- Enhanced operational efficiency by 15% through process streamlining and technology integration.

Responsibilities:

- Managed daily F&B; operations across 5 locations.
- Developed and implemented employee development programs.

F&B; Operations Manager

Savor Delights | March 2015 - May 2018

Key Achievements:

- Increased customer satisfaction ratings by 20% through quality control measures and staff training.
- Reduced operational costs by 10% through supply chain optimization.

Responsibilities:

- Coordinated F&B; services for large events and functions.
- Conducted performance evaluations and provided constructive feedback.

Team Lead, F&B; Service

Bistro Bliss | January 2012 - February 2015

Key Achievements:

- Consistently exceeded monthly sales targets by an average of 5%.
- Received the 'Employee of the Year' award for outstanding service and leadership.

Responsibilities:

- Supervised a team of 10 service staff.
- Assisted in inventory management and stock control.

Education

Bachelor of Science in Hospitality Management

Cornell University School of Hotel Administration | December 2011

Technical Skills

Human Resources:

- Talent Acquisition and Management
- Employee Engagement Strategies
- Performance Management and Development

Operational Efficiency:

- Process Streamlining
- Technology Integration (POS, Inventory Management)
- Supply Chain Optimization

Leadership and Management:

- Team Leadership and Development
- Strategic Planning and Execution
- Change Management and Implementation