

BAKER QUILLIN

1305 Veery Court, Matthews, NC 28104 | (C) 7049099813 | bakerquil@gmail.com

professional summary

Experience in office environment

Manager with expertise in delivering support services and resolving customer complaints.

Manager driven to exceed sales goals and build long term relationships with customers.

Delivers positive experiences through high-quality customer care.

Qualified Manager with 7 years in fast-paced customer service and call center environments. Personable and professional under pressure.

Exceptional customer care professional who addresses inquiries and resolves problems as they arise.

Multi-tasking Manager well-known for creating positive environments where employees can thrive and succeed. Detailed and well-aware of direct competitors and their strategies.

Adept at processing invoices, ordering, sending and receiving

Experience in controlling and managing both food and bar cost.

Well experienced in controlling labor and guest metrics.

skills

- Customer service
- Skilled trainer
- Excellent time management skills
- Exceptional telephone etiquette
- Effective problem solver
- Data analytics
- Strategic sales knowledge
- Proficient in cash management
- Ordering
- Microsoft Suite
- Inventory cost analysis
- Effective team builder

work history

Colorist Assistant

Color Solutions International

Jan 2011 - Feb 2013

Charlotte, NC

- Assisting the lead colorist in her day to day duties.
- Handling filing and organization of office.
- Assisting with the arrival of clients.
- Setting up and participating in meetings with current and future clients
- Creating a searchable database to streamline product acquisition
- Writing blog posts to make put a spotlight on company culture
- Planning company team building activities
- Assist in implementing new company initiatives

Manager

Mario's Pizza & Italian Restaurant

Mar 2013 - June 2018

Matthews, NC

- Experience as a back of house manager responsible for quality control before the food reaches the customer, handling complaints, developing new menu items, managing kitchen and support staff, closing the restaurant, and running the end of the night closing duties with responsible cash handling procedures.
- Experience in full service dining along with delivery and pickup in a restaurant that averages 3.5+ million dollars in sales annually.
- Implemented third party programs to increase alcohol sales along with creating digital stationary draft lists along with portable draft lists to promote new products.
- Developed inventory and invoice systems
- Strong leader of customer support staff.
- Trained staff on operating procedures and company services.
- Maintain up-to-date knowledge of product and service changes.
- Strengthened existing customer relationships through extensive communication and tried and true marketing strategies.

Service / Hospitality Manager

Buffalo Wild Wings

June 2018 - Current

Rock Hill, SC

- Working in Microsoft suite to create presentations and data targeting excel spreadsheets
- Responsible for all front of house operations
- Work with staff to provide outstanding customer service
- Building and maintaining a team of professionals that maintain the highest quality of guest satisfaction.
- Responsible for maintaining inventory pars
- Maintain company standards for cleanliness and service
- Coaching staff, performing quarterly reviews and address issues and needs as they arise
- Control and achieve quantified guest metrics
- Create a positive and fun work environment where learning is both supported and encouraged
- Work with team on new company wide rollouts by organizing and planning their implementation
- Oversee a staff of 30+ hourly employees and shift managers
- Adjusting sales forecasting based off of historic data
- Completing monthly and weekly P&L statements
- Keeping track of employee staffing pars
- Perform general HR duties such as hiring, firing, and employee development plans

Education

High School Diploma:

Weddington High School

2011

Matthews, NC