‍Benjamin Malkmus

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**Education**

**Web Development Certification | Nov 2019 -CURRENT | UNIVERSITY OF WASHINGTON & TRILOGY BOOTCAMP**

* Full-Stack Web Development

**Bachelor of Science in Biochemistry | December 2010 | UNIVERSITY OF ARKANSAS, Fayetteville, AR**

* Major: BIOCHEMISTRY
* GPA: 3.45

**Qualifications**

**Management**

* Leadership
* Problem-solving
* Customer service
* Decision-making
* Strategic thinking
* Crisis management
* Personnel management
* Inventory oversight
* Budgeting
* Scheduling

**Communication**

* Written and oral communication (English)
* Written and oral communication (Spanish, basic)
* Instruction (individual and group)
* Active listening
* Conflict resolution

**Leadership**

* Multiple promotions throughout 12 year career with Chuck E Cheese’s
* Passion for community improvement and education
* Positive, never-give-up attitude
* Punctual
* Patient
* Extremely hard-working
* Highly motivated
* High School Student Council President 2004-2006

**Community Involvement**

* “Big Brother” with Big Brothers and Big Sisters of Central Arkansas

**Experience**

**Assistant Manager | Panera Bread | Oct 2016 - present**

* Deliver an exceptional guest experience
* Ensure compliance with company-wide policies and procedures
* Oversee product quality
* Interview and hire new associates to fill empty positions
* Open and/or close store

Host community events as a representative of Chuck E Cheese’s

**General Manager | Chuck E Cheese’s | May 2012-Oct 2016**

* Host community events as a representative of Chuck E Cheese’s
* Deliver an exceptional guest experience
* Ensure compliance with company-wide policies and procedures
* Develop and implement “My Favorite Fun” program for employees
* Oversee product quality
* Create and maintain monthly and quarterly store budgets
* Create weekly schedule for 35 cast members and 5 managers
* Complete and report weekly inventories
* Maintain adequate stock of all inventory
* Interview and hire new cast members to fill empty positions
* Select appropriate individuals for promotions
* Complete annual reviews for all cast members
* Hold disciplinary meetings with cast members when necessary

**Assistant Manager | Chuck E Cheese’s | June 2008-MAy 2012**

* Open and/or close store
* Customer Service
* 1st phase interviews
* Run Quality Shifts

**Opening Coordinator | Chuck E Cheese’s | December 2007-June 2008**

* Open store
* Prepare food for daily business
* Maintain and order produce for store
* Customer service

**Team Leader | Chuck E Cheese’s | November 2004-December 2007**

* Train newly hired cast members
* Retrain and validate cast members in current job knowledge
* Customer Service

**Cast Memeber | Chuck E Cheese’s | July 2004-November 2004**

* Perform daily duties to ensure positive guest experiences
* Customer service