Brad Dozier

Salesforce Administrator || Web Developer

Career-changer that is looking to parlay my recently acquired and continuously expanding technical skills with the soft skills that I have developed as a dedicated and proven restaurant owner and manager into a successful second career in the Salesforce ecosystem.

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braddozier93.github.io/PortfolioProject

WORK EXPERIENCE

Ralston's Drafthouse
Owner

07/2012 - 04/2020

Achievements/Tasks

- Collaborated with other members of the ownership team weekly to create and build a craft beer-focused restaurant from inception into a successful business averaging annual net sales of over $2 million
- Controlled bar expenses beyond our goals through managing vendor pricing and continuously conducting product price analysis. Successfully able to maintain a bar cost of under 27% throughout my tenure with the goal being 30%
- Recruited, trained, scheduled, and monitored up to 50 employees, including performing job reviews and appraisals. Directed and led this staff in order to maintain and increase employee productivity; quickly resolved any problems in order to prevent them from escalating
- Communicated daily with a support staff of lead servers, bartenders, and kitchen staff to ensure management's directives were being implemented, as well as to obtain constant feedback on ways to improve any and all aspects of Ralston's operations.
- Ralston's focus on customer satisfaction led to us obtaining customer ratings of 4.5/5 on 800+ Google reviews, 4+/5 on 400+ Yelp reviews, 4.5/5 on 80+ Tripadvisor reviews, as well as being ranked in the top 11% of restaurants in Indianapolis by Tripadvisor
- Monitored and analyzed inventories, sales forecasts, and current trends in order to maintain ideal inventory levels and cash flows
- Developed and implemented company policies, and ensured all employees adhered to policies, procedures, and regulations; provided feedback, direction, or discipline when necessary
- Collaborated with distributors to ensure to the growth of craft beer sales through employee beer educations, promotional events such as craft beer and food pairings, and craft beer tastings
- Stayed current on the latest trends and newest product offerings in the Indianapolis craft beer market, created new draft lists daily as needed, and trained bar and wait staff daily on any new products

Chatham Tap
Manager-On-Duty

06/2010 - 08/2012   *Indianapolis, IN*

Achievements/Tasks

- Monitored all employees to make certain that everyone adhered to company policies, procedures and regulations; and provided feedback or discipline when necessary
- Settled all cash drawers daily and ensured all deposits were correct
- Assisted the General Manager in the monitoring of bar inventory and bar purchasing
- Oversaw daily activities of the business in the absence of the General Manager, and was responsible for ensuring that all operations ran smoothly
- Resolved any guest issues in a timely and effective manner
- Performed nightly checks of server cleaning and side duties

EDUCATION

Salesforce & Deloitte Pathfinder Program
Salesforce Certified Administrator expected 02/2021

10/2020 - 02/2021

Administrator Path

- Salesforce and Deloitte joint program to build Salesforce Administrator and business soft skills which provides 100+ hours of Salesforce technical training
- Advanced technical skills include: Data management (including data modeling, security and data access), automation using workflow rules and process builder, and reports / dashboards
- Achieved Trailhead Expeditioner rank, having completed **78 Badges** and **3 Super Badges** (Business Administration Specialist, Lightning Experience and Dashboards Specialist, Security Specialist)

Eleven Fifty Academy
Web Development & UX/UI Design

04/2020 - 10/2020

Projects:

- Songsterr API -- Created a song search app that taps into the Songsterr API to produce a list of songs by artist. The project utilized Node.js, HTML, and CSS. https://apichallenge-bd93.web.app/
- Vegetarian Meal Ideas App -- Built a full CRUD React App to store and display your favorite vegetarian meal ideas. Built server side with Node.js and the client side with React. Styled with Reactstrap and CSS, and deployed with Heroku. https://bd-veglogapi.herokuapp.com

Indiana University Kelley School of Business
Bachelor of Science in Marketing and Distribution Management

08/2002   *Indianapolis, IN*

TECHNICAL SKILLS

HTML   CSS   JavaScript   API's   Express   React

Node.js   Bootstrap   Git   Heroku   SQL   Postgres

UX/UI Design   Salesforce Lightning

SOFT SKILLS

Management   Creative Problem Solving

Strong Business Acumen   Conflict Resolution

Customer-Focused   Communication   Collaboration