

Resume

Daniel Herrera

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SUMMARY

I am a reliable manager who demonstrates a high level of ownership and initiative. I possess an exceptional work ethic and desire to go above and beyond to exceed company expectations. I am offering the ability to build productive working relationships. I am successful in fast-paced environments and with deadlines to manage objectives and team development. I have a history of thriving in team-oriented environments. I am a motivational leader and organizational problem solver with advanced supervisory, teamwork and customer service skills. I have experience taking on roles and making positive changes quickly to drive company success. I am focused on the use of training, monitoring and morale-building techniques to maximize employee engagement and performance

*I am bilingual (English/Spanish) and am very interested in prospering in the path of business and finance

Skills

- **Inventory Management**
- **Credit Card Transactions**
- **Workstation Maintenance**
- **Espresso Machine Operation**
- **Safe Food Handling Practices**
- **Relationship Building**
- **Coordinating Orders**
- **Food Storage Management**
- **Packaging and Labeling**
- **Verbal and Written Communication**
- **Machinery Troubleshooting and Maintenance**
- **Stocking Supplies and Retail Products**
- **Hospitality and Professionalism**
- **Product Advertising**
- **Payment Processing**
- **Customer Service**
- **Equipment and Store Cleaning Cash Handling**
- **Front of House Operations Equipment Checks and Assessments**
- **Process Control**
- **Organization and Prioritization**
- **Food Serving and Preparation**
- **Display Maintenance**
- **Speedy and Efficient**
- **Calm Under Pressure**
- **Solid Problem Solver**
- **Active Listener**
- **POS System Operation**
- **Food Preparation**
- **Cash Register Operation**
- **Team Leadership**
- **Team Player**
- **Marketing Strategies**
- **Account Management**
- **Client Needs Assessment spanish-english Translation**
- **Calm and Professional Under Pressure**

Experience

Assistant General Manager, Quinoa Kitchen, September 2022- Current Brooklyn, NY

- *Motivated and led team members to work together to achieve targets.*
- *Managed store cash intake with high accuracy and prepared daily bank deposits.*
- *Managed and mentored staff to carry out operational directives with high productivity and accuracy.*
- *Disciplined and maintained staff to deliver hospitable, professional service reflecting business initiatives.*
- *Applied knowledge of coverage needs and individual employee strengths to produce successful team schedules.*
- *Enhanced team engagement and performance with daily updates and informational meetings.*
- *Placed new inventory orders and oversaw correct restocking procedures to maintain operational output.*
- *Identified customer needs and delivered relevant product solutions and promotions.*
- *Helped team develop specialized projects, events and promotions.*
- *Supervised critical budget implementations, employee reviews, training and scheduling for projects.*
- *Met business targets with streamlined operations strategies.*
- *Delegated work to staff, setting priorities and goals.*
- *Completed thorough opening, closing and shift change functions to maintain operational standards each day.*
- *Used excellent verbal skills to engage customers in conversation and effectively determine needs and requirements.*
- *Monitored inventory levels and placed new orders for merchandise to keep supply well-stocked.*
- *Used strong issue resolution and communication skills to cultivate and strengthen lasting client relationships.*
- *Created effective business plans to focus strategic decisions on long-term objectives.*
- *Improved productivity initiatives, managing budgets and accounts, coordinating itinerary and scheduling appointments.*

Kitchen Assistant, Quinoa Kitchen, November 2021-September 2022 Brooklyn, NY

- *Maintained cleanliness and organization of kitchen stations and storage areas.*
- *Cleaned utensils, dishes and glasses for customer use.*
- *Supported chefs in managing food preparation to achieve precise plating and presentation.*
- *Followed recipes and customer requests to prepare meals.*
- *Stored perishable food items in freezer or refrigerator to protect from spoilage.*
- *Utilized kitchen equipment according to manufacturer's instructions and company safety protocols.*
- *Prepared dishes for catering events or during high-volume shifts.*
- *Acquired new skills to support team and further accommodate customer needs.*
- *Checked and recorded refrigerator and freezer temperatures to maintain food quality and freshness.*
- *Restocked pantry with nonperishable food items to prevent stock from running low.*
- *Observed food handling and sanitation procedures to safeguard against foodborne illnesses.*
- *Adjusted cooking methods and ingredients to accommodate dietary restrictions and food allergies.*
- *Maintained order and cleanliness of work areas to conform with health codes.*
- *Cleaned and sterilized dishes, countertops and utensils to prevent bacteria growth.*
- *Monitored inventory to keep adequate stock of food items and supplies.*
- *Partnered with chef to cook food and comply with food preservation guidelines.*

Dishwasher, quinoa kitchen, November 2021-February 2022 Brooklyn, NY

- *Scrubbed pots, pans and trays by hand or cleaned using industrial washing machine.*
- *Kept dishware, glasses and utensils ready for customer needs by quickly scraping, washing and restacking items.*
- *Sanitized counters and wiped down surfaces following food preparation to prevent cross-contamination from raw meats.*
- *Developed great team spirit with other personnel by pitching in and helping with task completion.*
- *Backed up kitchen team members during heavy work periods to maximize team coverage.*
- *Maintained assigned areas to keep organized and clean by mopping floor.*
- *Replaced clean utensils in storage bins for easy access.*
- *Studied methods of coworkers, successfully learning kitchen and food service skills.*
- *Transported clean dishes and supplies from kitchen to front of house staff for opening shift.*
Assisted chef with food measurements, preparation and storage when necessary.

Manager of Business Development and Sales, Cadutex, August 2018-April 2021 Merida, Venezuela

- *Tracked monthly sales to generate reports for business development planning.*
- *Developed and implemented new sales strategies to update product lines.*
- *Oversaw management and implementation of new revenue strategies, sales initiatives and customer engagement tactics to increase market share.*
- *Established new accounts and serviced existing accounts maintaining professional relationships.*
- *Co-developed quota and compensation plan to motivate and reward sales staff.*
- *Reduced process gaps by hiring, supervising and coaching employees on sales strategies and protocols, optimizing performance, growth and profitability.*
- *Resolved customer complaints regarding sales and service.*

Selling Agent, ICN98, February 2016-July 2017 Merida, Venezuela

- *Communicated with clients to determine property needs and budget constraints.*
- *Advised clients on market conditions, pricing and legal requirements for property transactions.*
- *Identified potential buyers through cold calling.*
- *Prepared and delivered sales presentations.*
- *Promoted active listings through social media marketing, open houses and newsletters.*
- *Explained financial requirements and analytical data to potential buyers and sellers.*
- *Tracked weekly sales to develop senior leadership reports for corrective action planning.*

Barista, Coffee Express, April 2010-June 2016 Merida, Venezuela

- *Greeted and communicated with customers to take beverage orders and offer recommendations based on taste preferences.*
- *Prepared and served coffee, espresso drinks, blended coffees and teas.*
- *Managed morning rush of customers daily with efficient, levelheaded customer service.*
- *Maintained clean and organized workspace, enabling coworkers to locate resources and product.*
- *Memorized recipes for specialty coffee beverages and seasonal offerings.*
- *Followed health, safety and sanitation guidelines to pass state inspections.*
- *Memorized official and off-menu coffee and tea preparations.*
- *Restocked self-service area with sweeteners, stir sticks and coffee cup sleeves.*
- *Repaired minor issues with equipment and handled troubleshooting tasks to keep coffee machines operational.*
- *Prepared and served hot or cold beverages.*

- *Cleaned and sanitized service or seating areas, complying to health protocols and food safety standards.*
- *Input orders into point of sale system and handled customer payments.*
- *Described menu items to customers and suggested appealing products.*
- *Utilized coffee maker, espresso machine and French press to prepare coffee.*
- *Wrapped, labeled and dated food items for sale.*
- *Checked temperatures of freezers, refrigerators or heating equipment to verify proper functioning.*
- *Ordered and received supplies to restock beverage items.*
- *Sliced fruits, vegetables and meats for use in food service.*

EDUCATION AND TRAINING

Economía, Facultad De Ciencias Economicas Y Sociales, Merida Venezuela

High School Diploma

Colegio Arquidiosesano Madre Laura, Merida, Venezuela July 2013