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| **62 Fairway Drive**  **Meriden, CT 06450** | **Jaclyn M. Keefe** | **(617) 639 - 4362**  [**jaclynmkeefe@gmail.com**](mailto:jaclynmkeefe@gmail.com) |

**PROFESSIONAL EXPERIENCE:**

**Aldi Foods:** South Windsor, CT *06/08 – 5/31/2010*

*District Manager*

* Hired, trained, and developed over 100 employees in order to staff expansion in Connecticut, Massachusetts and Rhode Island.
* Increased ROI of recruitment efforts through the introduction and implementation of social media advertising and investigation.
* Full responsibility and accountability for the operations, management and financial performance of a $50 million monthly, retail grocery district in the greater Hartford, CT area.
* Supported the global expansion of Aldi US into the Northeast through the recruitment, staffing, and training of new store employees.
* Developed relationships with managers and staff to create a positive environment of results driven employees.
* Educated employees on the importance of store standards, conditions and excellent customer service to build a solid customer base.
* Created and implemented a new ordering system, which reduced the division’s perishable loss expense by 30%.
* Reduced inventory loss by over 50% through rigorous investigation, training, and staffing alterations.
* Assembled a group of contractors and directly oversaw the physical construction and maintenance of the first Aldi location in Western Massachusetts.

**The Conference Center at Bentley:** Waltham, MA *5/07 – 05/08*

*Conference Service Supervisor*

* Welcomed conference attendees as the face of Bentley’s Conference Center.
* Provided excellent customer service including the response to clients’ requests.
* Assembled proper media materials for each individual conference.
* Assisted clients with technical problems such as a faulty internet connection or defective equipment.
* Trained ten new student employees to set up media equipment in thirteen conference rooms in various buildings on campus.
* Recipient of “Student Employee of the Year” in 2008.

**Jimbo's Steak and Fin Restaurant:** Braintree, MA *7/05 –5/07*

*Manager*

* Closed and opened including balancing four drawers and cash of approximately $2K per night. Included bi-weekly trips for bank deposits.
* Managed twelve wait staff, two hostesses, and eight cooks daily.
* Supervised and followed through closing tasks with wait staff and hostesses.
* Ensured customers were satisfied with food and service.
* Booked and planned parties of up to 200 guests.
* Recommended and helped implement the modernization of an outdated bar section of the restaurant.

*Hostess 5/04 – 7/05*

* Answered phones and re-directed calls.
* Greeted and seated customers.
* Organized and compiled a seating chart for optimal accommodation.

**EDUCATION:**

**Bentley University**: Waltham, Massachusetts

Bachelor of Science, Accounting: May 2008