

MELANIE JACKSON

Bent Mountain, VA 56789
melanie@example.com
(111)222-3333
www.linkedin.com/example

EDUCATION

Master of Management

Wake Forest University,
Winston-Salem, NC | 3,9 GPA

Bachelor of Hospitality & Tourism

Virginia Tech, Falls Church, VA |
3.8 GPA

KEY SKILLS

- Conflict Resolution
- Cost Reduction & Elimination
- Customer Relations
- Marketing Strategy Development
- Operational Streamlining
- Process Redesign & Improvement
- Productivity & Efficiency Gains
- Stakeholder Relations Management
- Task Prioritization
- Team Leadership & Motivation
- Time Management

CERTIFICATIONS

- ◆ ServSafe Manager | 2015

Restaurant Manager with 14+ years of advancement and experience. Offer advanced knowledge of cost control mechanisms and inventory tracking based on extensive finance background. Master's Degree in Management

PROFESSIONAL EXPERIENCE

Restaurant Manager

Big Bistro, Bent Mountain, VA | April 2012 to Present

- ◆ Established new scheduling procedures that cut costs 11% and brought labor in line with budget of 14% of net revenue
- ◆ Co-developed better customer service practices that increased profit by 15%
- ◆ Designed comprehensive new training program that increased retention of customer-facing staff by more than 30%

Assistant Manager

Quick Chicken, Virginia Beach, VA | November 2008 to March 2012

- Trained staff of 45+ on service best practices, improving customer satisfaction by 13%
- ◆ Streamlined drive-through service procedures, reducing average time at window by 11 seconds
- ◆ Increased revenue by launching 12 social media and app-based loyalty programs