



Aliya Jackson

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A Shift Leader with five years of professional experience within the foodservice industry, specializing in operations management, food service, guest relations, and inventory control. A proven track record of building and leading high-performance teams to enhance the dining experience and improve guest satisfaction.

Education

Associate of Science (A.S.)
Business Administration
Wayne County Community College.
Detroit, MI,
September 2014 - May 2016

Key Skills

- ◆ Operations Management
- Customer Service
- Team Leadership
- Communication
- Process Improvement

Professional Experience

Shift Leader

Olive Garden, Detroit, MI | May 2018 - Present

- Deliver operations management support to the General Manager, including managing team members, conducting scheduling, and purchasing \$30K in weekly food inventory
- Lead teams of 20+ waitstaff and kitchen personnel enhance communication across the front of the house and back of the house, provide coaching and mentorship, and develop a culture of continuous improvement to improve guest satisfaction scores to 85%
- Create reports for the General Manager and District Manager on guest traffic data, survey scores, inventory variance, waste, and portion control metrics

Shift Leader

Carraba's, Detroit, MI | May 2016 - May 2018

- Coordinated with the restaurant manager to supervise daily restaurant operations, manage teams of up to 20+ servers, hostesses, and kitchen staff, and ensure compliance with food safety and guest service standards
- Developed shift plans to ensure optimal staffing levels during peak traffic, holidays, and bi-monthly promotions to maintain quality standards