

# Edward O'Reilly

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## Summary

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Resourceful service industry employee with management experience, who consistently meets and exceeds productivity goals. Maintains a high level of professionalism, patience and efficiency to minimize customer dissatisfaction and increase the overall customer experience.

## Highlights

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- 10+ years of management experience
- Well-organized and proficient
- Reliable team player and mentor
- Great communication skills
- Excellent multi-tasker in a fast-paced environment
- Proficient ghostbuster

## Experience

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### ***Jeni's Splendid Ice Cream's***

***May '22 – Present***

*Shopkeeper/General Manager – Houston, TX USA*

- Ran day to day operations the store needs to function
- Provided excellent service for customers
- Worked with a team to increase the level of productivity

### ***Whole Foods Market***

***July '21– May'22***

*Beer and Wine Specialist – Houston, TX USA*

- Successfully introduced creative ways to reach more customers
- Maintained beverage product to meet demand without loss
- Worked closely with management to constantly improve the service

### ***Home Slice***

***May '12 – June' 17***

*Assistant Manager – Austin, TX USA*

- Deliver top sales and exemplary service in a high-volume work environment
- Collaboration with management on creating new and effective sales tactics
- Multi-tasking with a team of people to increase productivity and manage a growing business

### ***Double Dave's***

***July '05 – Oct '10***

*General Manager – Houston, TX USA*

- Controlled labor every week and met budget goals
- Consistently maintained a solid productive restaurant
- In charge of hiring and training employees

**References available upon request**