

# Julie Baker

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## Summary

Customer-oriented manager with strong history of leading high-performance teams to meet or exceed objectives. Dedicated and hardworking with internal drive to deliver excellence. Tactical team builder with strong background in training and team development.

## Skills

- High volume production capability
- Staff management
- Supply ordering
- Client Relations
- Performance analysis
- Venipuncture and phlebotomy
- Needs assessment
- Documentation procedures expert
- Understands medical procedures
- Professional bedside manner

## Experience

- |                |   |                |
|----------------|---|----------------|
| December 2017  | Joe's Crab Shack  | Cedar Hill, TX |
| to             | Restaurant shift manager  |                |
| Current        | <ul style="list-style-type: none"><li>• Wiped down and sanitized food preparation areas using dishcloths, hot water and cleaning products</li><li>• Walked through dining room during service to ensure guest satisfaction and advise servers and bussing staff of specific service needs</li><li>• Communicated effectively with patrons to establish preferences and dietary restrictions and make food and beverage recommendations</li><li>• Circulated within assigned areas to assess and address customer needs, effectively prioritizing tasks during peak hours</li><li>• Managed closing duties, including restocking items and reconciling cash drawer</li></ul> |                |
| August 2016    | Denny's   | Allen, TX      |
| to             | Restaurant General Manager  |                |
| September 2017 | <ul style="list-style-type: none"><li>• Upheld restaurant standards for food and beverage quality, team member engagement, financial goals, standard operating procedures and guest experiences</li><li>• Maximized food quality by closely monitoring shipments, preparation and food handling by team members</li><li>• Sought out and implemented methods to improve service and team performance, boosting business sustainability with continuous enhancements</li><li>• Established and enforced standards of personnel performance and service to provide customers with consistent and positive experiences</li></ul>   |                |
| December 2014  | Auto Zone Distribution Center   | Danville, IL   |
| to             | Order Selector  |                |
| September 2016 | <ul style="list-style-type: none"><li>• Used RF scanner to pick items from proper bins</li><li>• Mentored newly hired employees on warehouse safety procedures and demonstrated proper operation of electric pallet jack to avoid mishaps</li><li>• Operated warehouse equipment with caution and according to manufacturer instructions to reduce risk of accidents and malfunctions</li><li>• Packed products into designated boxes, taking care to protect items from damage or</li></ul>  |                |

shifting during transport

August 2008	Village Garden Family Restaurant	Danville, IL
to	Restaurant Server	
November 2014	<ul style="list-style-type: none"><li>• Attended to new customers quickly to inquire about drinks and start off dining experience with prompt beverage service</li><li>• Addressed any concerns or complaints quickly to promote customer happiness and escalated more advanced issues to management for resolution</li><li>• Applied safe food handling and optimal cleaning strategies to protect customers and maintain proper sanitation</li><li>• Maximized beverage sales by suggesting appropriate food and drink pairings to suit unique customer preferences</li></ul>	

## Education and Training

2019	Medical Assisting School of Dallas	Grand Prairie, TX
	Clinical Certified Medical Assisting	

## Certifications

TABC  
Food Service Manager Certificate  
Currently working on CCMA certificate

## TABC

License to serve alcohol