

## **Gianfranco Trotta**

1373 Thoreau Road Lakewood, OH. 44107

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### **Career Focus**

Excellent communication and leadership skills. Exemplifies a strong work ethic.

Adamant about achieving growth and success.

### **Core Qualifications**

- Bilingual; fluent in English and Spanish
- Over a year of management experience
- Computer proficient
- Quick learner
- Multi-task management
- Problem Solver
- Marketing content creation & curation.
- Sales experience
- Customer Service experience
- Embraces change
- Ambitious

### **Education**

High School Graduate

Cypress Bay High School, Class of 2009

Weston, Florida

### **Work Experience**

#### **Dispatch and Customer Service Management**

Employed from 6/10 - 02/12

**IDL Logistics LLC** - Fort Lauderdale, Florida

Shipping and receiving, customer service, dispatching delivery drivers, data entry.

#### **Stage Hand and Sound Engineer**

Employed from 07/10 - 10/11

**The Talent Farm** - Fort Lauderdale, Florida

Pre show venue set up, post show finance input, sound engineer.

**Crew Member**

Employed from 08/12 - 04/14

**Chipotle Mexican Grill LLC** - Hudson, Ohio

Crew member training to become a manager. Running of all positions. New Hire training. Opening and closing responsibilities.

**Kitchen Manager / Server**

Employed from 06/14 - 11/14

**Sushi Rock** - Beachwood, Ohio

Started employment as server. Moved to BOH. Working all positions in a full service kitchen. Ordering and full kitchen inventory management.

**Shift Manager**

Employed from 12/14 - 06/15

**Brueggers Bagels** - Beachwood, Ohio

Shift Manager, key holder, inventory management, customer service, opening and closing responsibilities.

**Server Assistant**

Employed from 06/15 - 08/16

**Hyde Park Prime Steakhouse** - Beachwood, Ohio

Server assistant, food runner, large banquet room set-ups.

**General Manager**

Employed from 12/15 - 12/17

**Flip Side** - Cleveland, Ohio

Supervise preparation of meals and beverages, ensure customer satisfaction and experience, manage inventory & ordering of food, equipment, and supplies. Ensure compliance with all regulatory requirements and inspections. Manage labor and profit.

**Marketing Manager**

Employed from 11/16 - 12/17

**Liquid Living** - Twinsburg, Ohio

Conceptualize and orchestrate marketing campaigns that effectively reinforce and build brand images. Proven ability to drive record-high marketing campaign response rates and execute successful product launches. Public & media relations.

