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I've always thrived on my desire to learn. Ever since I can remember I've wanted to continue to improve myself and develop skills. I got my start at Flying Horse Restaurant where I started as a Barback and through reading liquor bottles during down time and asking great questions I worked my way to Manager during my 2 years there. Since then I have solved complex problems in creative ways with minimal supervision in varied environments. I am a dedicated self-starter with advanced critical thinking skills and am always looking for solutions. I love finding ways to improve efficiencies of already solved problems. I completed my Masters degree 100% online and had to utilize my personal organization skills to efficiently manage tasks and information while working full time.

FLIP burger boutique, Nashville, Tennessee

Assistant General Manager 2015 – 2017

The fourth location for the brand with Richard Blais as concept chef is about a chef-driven burger menu paired with fine dining levels of service. Utilizing modernist techniques in cooking and the bar creates an experience that involves all five senses. I was hired to help stabilize the store and find ways operations could become more efficient and streamlined.

- I communicated with customers by listening and verbally responding to their needs in order to solve problems, provide information and direction ensuring the customer's experience was a great one.
- As a representative of the organization, I utilized my knowledge of the organizational policies to negotiate and facilitate resolutions of issues and needs. I worked with other team members to resolve customer issues and escalate to appropriate departments within the organization.

Trattoria Il Mulino, Nashville, Tennessee

Captain 2015

Trattoria Il Mulino is the fourth U.S. location for iconic brand that was started in New York City. The capstone of a \$32 million 3 year renovation of the Nashville Downtown Hilton. I was hired to utilize my knowledge of restaurant operations through what can be rough waters opening a new restaurant.

- I asked probing questions to guide guests through the 80+ food menu items, 20+ cocktails and 30+ wines by the glass to have amazing dining experiences. I took the information the guest gave me and used creative thinking to arrive at a logical conclusion of what guests would love multiple times a day and concurrently with multiple guests at the same time. I developed my in depth knowledge of the menu through active recall testing and spaced repetition utilizing the Anki software.

Pinewood Social, Nashville, Tennessee

Manager 2013 – 2014

Pinewood Social is an iconic and ambitious project by Strategic Hospitality Group. A dynamic third space that contains a "living room" area similar to a coffee shop, a coffee bar in conjunction with Crema Coffee (a local award winning Nashville coffee roaster and shop), a 120+ seat restaurant, a 30 seat large craft cocktail bar, 6 reclaimed wood bowling alley lanes, an outdoor bocce ball court, a 50+ seat patio, an outdoor ping pong table, a renovated Airstream trailer serving food and drink outdoors, and two outdoor 4 foot deep dipping pools. I was hired to help open the restaurant and bring the Strategic Hospitality Group way to the management team after being promoted from Merchants Restaurant.

- I helped create and manage multiple complex systems throughout the store. With six distinct revenue centers all working at once under the supervision of two managers per shift the systems created had to work extremely efficiently.
- I utilized my advanced Microsoft Excel skills to create an Excel sheet for weekly staffing of over 40 staff members across three shift times.
- Through daily logs I recorded customer needs, issues and resolutions to maintain accurate records and data for further analysis by management and for business development.

Merchants Restaurant, Nashville, Tennessee

Bartender 2013

Merchants Restaurant has been in Nashville for over 25 years. Purchased by Strategic Hospitality Group, since 2009 it has experienced a renaissance. From a restaurant that was 8 days from closing to a \$9 million per year money making machine. I was hired by the Director of Operations to show him what I could do. His exact words being, "I got an email of your resume, I didn't read it. I'm more interested in seeing what you can do not what's written on a piece of paper." While I had targeted a management position none were available at the time so I got behind the bar and got busy. 6 months later I was rewarded with a promotion to Manager of their new project Pinewood Social.

- I was awarded the responsibility of alcohol inventory which when I started it was a tedious task. A second person and I had to count hundreds of items located in 8 places across 4 floors. I identified inefficiencies and reduced the time inventory took by 25% at my own loss as I was an hourly employee at the time.

McFadden's Restaurant and Saloon, Nashville, TN

Assistant General Manager 2008 – 2013

I started at McFadden's as a Bartender and in 4 years worked my way up to Assistant General Manager. McFadden's was known as THE party bar in Nashville. A chain that bases its guest experience on an experience where the line between staff and guest is blurred. A curated play list kept the party going. From Juvenile to Guns N' Roses it was the best place to go.

- Through my advanced knowledge of office productivity applications I implemented an inventory and ordering system to keep us within budget and streamline the formerly tedious process.

University of Nevada, Las Vegas

Master of Hospitality Administration

Belmont University

Bachelor of Business Administration

Gift of Adoption Tennessee Chapter

Board Member

American Mensa

Member of Middle Tennessee Local Chapter 370