**Jonathan Clark**

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**QUALIFICATION SUMMARY:**

* Over 11 years management and supervision experience; excel at delegating, empowering with enthusiasm, establishing trust
* Over 11 years full- and part-time experience in customer service and consumer sales
* Experience with entrepreneurial and small business operations and creating efficiencies
* Attentive to detail and quick learner; possess good analytic and computer skills
* Excellent soft skills; ability to communicate to achieve desired results while driving accountability
* 2 + years experience utilizing Object Oriented Programming concepts in Java.
* Familiarity with HTML, CSS, and Javascript
* Firm understanding of the fundamentals of C#

**EXPERIENCE:**

**Tycoon Flats, San Antonio, Texas February 2017 – Present**

FOH Manager, Bar Manager, Server, Bartender

* Influential in 17% Growth from previous year through marketing efforts
* Training and developing Crew Members, Assistant Manager and Manager Trainees
* Provide superior service to all customers at all times, while effectively shaping behaviors
* Plan, supervise, and coordinate overall daily operations
* Exercise supervisory authority over restaurant and bar. Implement training manuals, plan and conduct staff meetings. Confer regularly with staff to coordinate activities, assign and regulate work, resolve issues, etc. Plan work schedules
* Supervise and assist as necessary with all operations, which may include:, touching tables regularly to ensure 100% guest satisfaction, proper stocking levels filled, bar prep, cleanliness, dishwashing; bartending, menu development, large party reservations
* Prepare a variety of administrative/operations reports and records; balance and maintain cash reports, updating daily/weekly sales logs, daily staffing reports, reconcile labor over/under
* Monitor weekly liquor inventories and verify accuracy through POS system
* Configured Point-of-Sale printers to operate with terminals via serial/network interfaces.
* Interacts with management of other departments within areas of responsibility and develops solid working relationships with them

**Double Dave's Pizzaworks, San Antonio, Texas Oct 2007 – Nov 2016**

General Manager, Delivery, Cook, Cashier

* Interviewed, hired, trained and managed approximately 20+ employees
* Developed training material
* Appraising employee work performance to ensure that they perform at optimal levels
* Responsible for running catering department
* Maintained accurate inventory by conducting weekly vendor counts of over 200 items
* Promoted three hiring campaigns; successful in hiring over 30 employees
* Responsible for employee conflict resolution
* Managed over 50 company and commercial accounts, transactions, and ensured accuracy of accounts receivables
* Created and implemented inventory procedure changes that resulted in 37% decrease in inventory time and decreased incorrect orders
* Reported to corporate area manager to ensure all quarterly goals have been met

**EDUCATION:**

New Hope Academy, San Antonio, Texas

**Diploma**, May 2009

San Antonio College, San Antonio, Texas

**Occupational Skills Award - Java,** August 2018 - Current