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Orlando, FL



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EDUCATION

Associate of Arts in General Studies
Valencia College

CORE STRENGTHS

Operations Management
New Business Development
Project Management
Human Resources Management
Training Management
Employee Relations
Business Process Improvement DTC
Sales Management
Market Research
Social / Digital Marketing
Customer Service
Cross-Functional Leadership
Team & Culture Building
Bilingual (English/Vietnamese)

JENNIFER WINTER

CAREER SUMMARY

Customer-obsessed and tenacious leader with a legacy of driving market penetration, revenue growth, and profitability. Bilingual and engaging with a unique blend of leadership, interpersonal, and business savvy. Ability to analyze and review existing workflows to identify vulnerabilities or areas of improvement. Track record of generating engagement through multi-channel marketing while ensuring consistent branding and messaging.

PROFESSIONAL EXPERIENCE

Substitute Teacher | Kelly Services | Jan 2023 – Present

- Adhering to the curriculum and lesson plans assigned by the regular teacher.
- Following procedures and achieving lesson goals.
- Assigning and explaining homework.
- Overseeing the normal classroom rhythm and activities.

Manager | Japango (Orlando, FL) | Apr 2021 – Dec 2022

- Coordinated with the co-founder to build Japango within 90 days from a smoothie café, while overseeing all new construction, upgrades, inspections, and permitting.
- Managed all HR and back-of-house procedures, including implementing an employee handbook.
- Generated buzz by partnering with influencers while overseeing the creation of the company brand and culture.
- Drove revenue by 20-30% by incorporating new initiatives, including the sushi box concept, which entailed coordinating with the factory and developer on the design.
- Garnered over 27.1K views on TikTok, which helped improve sales during the pandemic.

Manager | Tokyo Tapas (Oviedo, FL) | Mar 2012 - Dec 2022

- Launched the restaurant from an existing office space by assisting with the new design, layout, equipment, capital improvements, and inspections.
- Managed the company's human resources function as well as all back-of-house training, policies, and procedures.
- Performed research to develop a menu that combined influences from Caribbean, Japanese, and Spanish cuisine.
- Improved engagement by planning and hosting fundraisers and sponsoring local schools.
- Earned recognition as the runner-up for Best Japanese from the Winter Springs Chamber of Commerce.