

# Joshua Martin

## Trust & Safety Analyst

Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. To seek and maintain full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

## Work History

**2022-01 -  
Current**

### Trust & Safety Analyst

*Accenture, Austin, TX*

Served as an advocate for the user community. Investigated and resolved issues regarding content that is reported for account support and/or safety; flag for action, and resolve within agreed upon turnaround times and standards of quality. Responded to user inquiries with high quality, speed, empathy, and accuracy. Understood and remained up to date with client policies and guidelines; resolved inquiries according to defined policies and procedures. Fulfilled base productivity and quality requirements.

**2021-05 -  
2021-12**

### Assistant Manager

*Blacks Barbecue , Austin, TX*

Managed front-end and back-of-the-house duties, facilitating smooth operations throughout the restaurant. Provided highest level of customer service with a positive and professional attitude. Oversaw training needs, inventory control, supply orders, and other logistical responsibilities.

**2019-07 -  
2020-06**

### Chef

*Austin Beerworks , Austin, TX*

As a chef at Austin Beerworks Can-Tina food truck I would prepare meals and follow establishment recipes. Duties included preparing ingredients, adhering to the restaurant menu, and following food health and safety

## Contact

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procedures. Cook, clean, assist other cooks and staff and deliver food in a fast-paced environment. I would be setting up, cleaning, and organizing work stations. Preparing ingredients for the shift; washing vegetables, chopping, seasoning meat, etc. Recommending ideas for specials or seasonal dishes. Handling multiple food orders at one time. Monitoring multiple food orders as new orders arrive. Dressing order for presentation. Ensuring each guest order has the correct food and sides. Delivering food order to guest in a timely manner. Storing all food properly. Sanitizing and cleaning work stations and utensils. Reordering stock and food supplies. Monitoring other cooks and team members. And assisting other cooks in preparing food or helping other team members when needed.

2019-02 -  
2019-06

## **Account Representative Tier II**

*LegalZoom, Austin , TX*

Provided customers with clarification regarding inquiries about order status, payments, refunds and site operation, as well as provide information about products and services. Served as liaison between Customers and other departments to communicate information. Used Customer feedback to identify opportunities to continuously improve Customer Experience. Worked on independent or cross-functional pilot teams focused on improving products and processes related to Customer Experience. Displayed an ability to think creatively and use various methods in problem solving. Worked on different product or process pilots focused on improving Customer Experience. Used a consultative selling approach; to provide current & potential Customer/s with pricing and effectively close the sale. Positioned strategic partner offerings to customers based on customer's needs. Assured quality and accurate representation of products.

2018-08 -  
2018-12

## **Cook**

*East Side King Catering, Austin, TX*

Provided catering for UT Events, Concerts, Festivals, and Television/Film Productions. Where I would prepare

menu and catering items to the specifications provided. I assisted in the set-up, service and break down of catering events. And adhered to quality and sanitation standards implemented by the chef.

**2018-03 -  
2018-08**

### **Assistant Manager**

*Freebirds World Burrito, Austin, TX*

Maintained customer service during high-volume operations. Verified that prepared food met all standards for quality and quantity; checking temperatures of all food (cooked and uncooked). Maintained a clean and safe environment. Opened and closed restaurant according to set procedure while ensuring that such was done accurately in a timely manner. Performed procedures which included but were not limited to: Opening/closing registers, nightly deposits, calculated prep, calculated and reported labor percentage, reported daily numbers, and took inventory all in Microsoft Excel.

**2014-08 -  
2018-03**

### **Front of House Manager**

*The Steeping Room, Austin, TX*

Responsible for the day-to-day operation and management of the main restaurant. Managed a team of front of house staff including scheduling, training, and general supervision. Oversaw that all opening and closing duties of the different departments were completed correctly and that cleanliness and maintenance were maintained. Was responsible for daily deposits, and the correct operation of the POS systems. Balanced all daily and nightly cash drawers and POS. Inventory and maintenance of par levels for front of house items. Provided excellent customer service to guests and excellent leadership to employees. Enforced and monitored all health, safety, and sanitation standards in their area. Handled guest complaints according to provided guidelines. Worked closely with the Back of House Manager to provide a seamless experience.

**2009-10 -  
2014-08**

### **Barista**

*Starbucks, Southlake, TX*

Prepared beverages to order. Educated customers on coffee and products available. Maintained overall cleanliness and inventory of café.

## Education

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2007-03 -  
2008-05

High school diploma

Winfrey Academy Charter School - 6311 26 Blvd, North  
Richland Hills, TX 76118