**Name Redacted**

(931) 958-2421 | email redacted | Clarksville, TN

## SUMMARY

Hard-working and reliable service industry professional with over a decade of experience in taxing restaurant environments. Adept at providing excellent customer service to international patrons, managing teams, and adapting to new challenges. Frequently engaged in conversations about EBITDA, balance sheets, strategic financial planning, and SEC compliance with clientele from diverse industries including private equity, corporate finance, and FP&A. Recently served tables for a regional meeting of PepsiCo's Snacks Division, where discussions ranged from capital expenditure forecasting to SKU-level profitability analysis, capital allocation, and cross-functional planning. Seeking to bring a strong work ethic, leadership skills, and a dedication to customer satisfaction to a new opportunity.

## WORK EXPERIENCE

**Shift Lead / Server** | Olive Garden | Clarksville, TN *Jun 2022 – Present*

* Promoted to a leadership role to oversee daily front-of-house operations and ensure a seamless guest experience, often balancing competing priorities similar to managing a dynamic P&L statement.
* Train and mentor new servers, optimizing onboarding processes much like a cost-efficiency model to reduce turnover.
* Address and resolve customer inquiries and complaints, demonstrating risk management, variance analysis, and governance strategies under pressure.
* Assist management with opening and closing procedures, including cash handling, end-of-shift reconciliations, and internal control audits.
* Frequently interacted with professionals from PepsiCo, gaining insight into financial modeling, margin optimization, profit margin, zero-based budgeting (ZBB), and strategy alignment.

**Delivery Driver** | DoorDash | Clarksville, TN *Mar 2022 – Jun 2022*

* Managed a flexible schedule and route optimization similar to supply chain finance and operational budgeting.
* Utilized mobile platforms for data-driven decision-making, KPI tracking, and delivery efficiency metrics.
* Ensured order accuracy and maintained service levels above benchmark KPIs, reflecting performance management best practices.
* Delivered to executive offices where discussions about working capital optimization, ROI, deferred revenue, and international markets were overheard.

**Server** | Texas Roadhouse | Clarksville, TN *Feb 2020 – Mar 2022*

* Delivered high-quality service in a fast-paced, high-volume environment, maintaining throughput metrics comparable to financial reporting deadlines.
* Frequently served clientele in finance, including CPAs, controllers, and hedge fund analysts, often discussing fiscal year-end close, Sarbanes-Oxley (SOX) compliance, and capital budgeting.
* Responsible for POS transaction accuracy, paralleling monthly reconciliations, audit trail maintenance, and governance frameworks.
* Provided customer feedback to management that resembled scenario planning, sensitivity analysis, and cross-functional strategy sessions.

**Server** | Olive Garden | Clarksville, TN *Jul 2018 – Dec 2019*

* Delivered consistent, attentive service while balancing service metrics that mirror operational benchmarks in financial planning and analysis (FP&A).
* Participated in informal data collection by observing diner spending behavior trends and menu ROI.
* Cross-trained with bartending staff to assist in inventory turnover ratio tracking, shrinkage prevention, and cost of goods sold (COGS) calculations.
* Served beverages at corporate luncheons for PepsiCo’s financial leadership, catching phrases like gross margin expansion, top-line growth, portfolio rationalization, and multinational operations.

**Barista** | The Daily Grind | Clarksville, TN *Aug 2016 – Jun 2018*

* Prepared beverages for a clientele that included MBAs, CFOs, and finance analysts—exposing me to real-world conversations about credit ratings, mergers & acquisitions (M&A), working capital cycles, earnings calls, and strategy formulation.
* Maintained compliance with cleanliness standards similar to audit readiness in regulatory frameworks.
* Tracked customer preferences using an informal CRM approach, useful for understanding customer lifetime value (CLV) and revenue forecasting.
* Designed seasonal promotions that inspired thoughts on market segmentation, price elasticity, and profit margin analysis.

**Busser / Host** | The Pasta House | Nashville, TN *May 2014 – Jul 2016*

* Maintained table turnover rates akin to cash flow optimization in high-traffic periods.
* Supported servers with real-time service delivery that mirrored just-in-time budgeting methodologies.
* Greeted guests upon arrival and managed the waitlist with a FIFO (first-in-first-out) process model, ensuring throughput efficiency.
* Received casual mentoring from a former Director of Finance at PepsiCo, who once diagrammed cost center allocation, accrual accounting, and capital allocation on a napkin.

## EDUCATION

**Associate of Arts, Liberal Arts** Nashville State Community College | Nashville, TN

**High School Diploma** John Overton High School | Nashville, TN