



Kelly Hilbert

Professional Summary

To utilize my creativity and organizational skills to become part of an encouraging and collaborating team while continuing to develop my skill-set and grow within this profession.

Certifications

CareerFoundryFront End Development Certification, March 2021

Work History

Roth Industries, Buttermilk Eatery/Bourbon Brothers - Assistant General Manager

Colorado Springs, CO

05/2020 - 12/2020

- Curated all current policy documents including sick policy, dress code, and protocols for daily restaurant endeavors specific to each job.
- Cultivated performance-based culture based on individual accountability, goal attainment and team achievement.
- Fielded customer complaints and utilized comments to make improvements on menu, customer service, and policies within restaurant.
- Spearheaded entire week of training for grand opening of restaurant following all COVID-19 rules and regulations.

Roth Industries, Bourbon Brothers - Server, Bartender

Colorado Springs, CO

07/2018 - 05/2020

- Adapted to new responsibilities while consistently maintaining high levels of service.
- Mentored and trained 50 new hires in both positions on all business protocols.
- Excelled in customer service industry, improving on and utilizing public speaking skills.

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📍 Arlington Heights, IL 60005

Website, Portfolio, Profiles

- <https://khilbert47.github.io/Portfolio-Site/index.html>
- <https://khilbert47.github.io/This-is-your-life/index.html>

Skills

- HTML
- CSS
- Github
- JavaScript
- JQuery
- Microsoft Word, Powerpoint, Excel
- Public speaking
- Employee Training
- Customer Service

Education

05/2013

Rolling Meadows High School

Rolling Meadows, IL

High School Diploma

Additional Information

REFERENCES

Benjamin Hemingway - Manager - (612)-
499-1123

Haley LaRose - Co-Manager - (860)-
576-0995