

# LANCE E. CROWDER

Software Developer

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## ABOUT ME

I am seeking a position that will utilize the education, experience and leadership abilities that I have acquired and implemented as a Marine, manager, and software developer.

## EDUCATION

**The University of Texas at San Antonio**

**Graduated: Summer 2008**

Bachelor of Business Administration (Infrastructure Assurance)

## **Codeup**

**Graduate: July 2018**

Fully-immersive, project-based, and intensive 18 week full stack Java career accelerator that provides students with 600+ hours of expert instruction in software development. Including HTML, CSS, JavaScript, JQuery, Java, Spring, and ThymeLeaf Framework.

## EXPERIENCE

**Manager – Main Event Entertainment, San Antonio, TX**

**April 2014 – January 2018**

### **Catering Manager**

Supervised, trained and oversaw a staff of 200 employees  
Opened San Antonio West Location  
Set company record Guest Satisfaction Index (GSI) for Birthday Parties (86%)

### **Bar Manager**

Ended routine stock outs in the bar  
Increased LBW sales by \$1200/period  
Reduced cost percentage by 6%  
Increased Bar GSI  
Maintained 4 perfect secret shops in a row

### **Bowl Manager**

Increased shoe rental sales over \$1000/period  
Implemented cleaning schedule for lanes and bowl desk  
Implemented scheduling template that reduces bowl labor by 56 hours a week while maintaining GSI and sales

### **Service Manager**

Created a new service training procedures manual  
Recovered staffing levels from 25% to 110%  
Increased GSI 12%  
Promoted two of my trainers to the corporate New Center Opening Teams

**Manager – Buffalo Wild Wings, San Antonio, TX**

**May 2013 – January 2014**

Supervised, trained and oversaw a staff of 50 employees  
Reorganized bar for more streamlined service, as well as to obtain and maintain cleanliness  
Reorganized the cleaning schedule for the Front of House staff to increase the cleanliness of the restaurant and to make it easier to maintain  
Reduced labor cost by 5% by monitoring labor needs and changing staff in/out times to more closely reflect business needs

**Manager – The Ticket Sports Pub, San Antonio, TX  
2013**

**December 2012 – May**

Supervised, trained and oversaw a staff of 20 employees

Increased Tuesday sales, by partnering with restaurants in the area, from an average of \$1300 to over \$2000 weekly

Increased daily sales and traffic in the pub by increasing the number of “River Rat Regulars” by doing “bring a friend” specials

Created a Floor Plan, Food Order Sheet, Liquor Pars, and a Drinks Recipe Book from scratch

**Manager – Mad Dogs River Walk, San Antonio, TX**

**August 2003 – March 2012**

Supervised, trained and oversaw a staff of over 60 employees

Implemented and oversaw service training and ensured adherence to standards

Reduced employee turnover

Ensured customer satisfaction while achieving and maintaining Liquor, Beer and Wine (LBW) cost at approximately 15% while setting record sales numbers

Helped to achieve number one in LBW sales in the 78205 Zip Code and top 10 in Bexar County and San Antonio, according to 2012 TABC reports

Documented and analyzed sales data for forecasting and goal setting for self and staff

Reduced security incidents and eliminated violent incidents by installing a dress code, increasing the professionalism of the security staff, and thorough service staff training

Created Security Policy and Procedures Training Manual to be used by international franchises

**PC Technician – Crowder Computers, Von Ormy, TX**

**April 2002 – August 2003**

Diagnosed, repaired, upgraded, and performed preventative maintenance on PCs and laptop computers for clients.

**CBR Platoon Sergeant – U.S. Marine Corps Reserve, Fort Worth, TX**

**October 1995 – October 2003**

Accurately programmed and operated FireFinder Radar System (AN/TPQ-36)

Was responsible for mission accomplishment of platoon of over 40 Marines

Also responsible for defensive positions and protection of Radar and Marines

Promoted to the rank of Sergeant in less than 4 years (usually accomplished in 6 years)

Multiple awards and letters of commendation