

Shane McNulty

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Professional Strengths

- 10 years of management experience in customer service & hospitality.
- 10 years hands-on experience in developing efficient and organized operations.
- Staffed, trained and oversaw operations of four different honored restaurants in Philadelphia.
- Highly effective in positive team building, materials management, and conflict resolution.
- College graduate possessing excellent interpersonal skills.

Professional Experience

University of Pennsylvania Coding Bootcamp

Full Stack (MERN) Web Development

August 2021

- Full-Time Coding Boot Camp that focused heavily on learning both front and back end development.
- Conversant in HTML, CSS, JavaScript, MySQL, MongoDB, MVC development & Node.js

Bank & Bourbon Restaurant at the Loews Hotel of Philadelphia

July 2016 – Present

Assistant Restaurant Manager/ Hotel F&B Outlet Manager

- Integral part of a leadership team that was responsible for the oversight of four food & beverage outlets (24-hour room service, bar & lounge, coffee shop/café and full-service restaurant) in the 581 room Loews Hotel in downtown Philadelphia and oversaw training and daily responsibilities for a group of 75+ team members.
- F&B Outlets were responsible for continued annual growth between \$6.5 and \$7 million and maintaining a profitability of 27% in 2017. Sales gross is highest ever for 2018.
- Evening floor supervisor for 200 seat restaurant that saw in-house guest survey scores rise from an average of 87 to 93pts.
- Managed a bar and lounge program able to handle beverage sales in upwards of \$12,000 for a given evening
- 2017 3rd Quarter Leader of the Quarter award winner for the hotel & 2018 2nd Quarter nominee.

Root Restaurant + Wine Bar

Bartender

April 2016 - July 2016

- Applied full-service standards to daily operations of a foundational wine bar in Fishtown neighborhood.
- Helping a new restaurant grow by establishing systems and operations for future efficient service.

Vedge Restaurant, Philadelphia, PA

Head Bartender

April 2013 - October 2015

- Philadelphia Inquirer 4 Bell restaurant with a beverage program focus on natural wine and cocktails made fresh and to order for all of service.
- Streamlined all daily operations to increase both bartender productivity as well as customer interaction time.
- Created weekly cocktail menus, as well as organized full seasonal cocktail menu changes.
- Conducted training for all front of house staff on new products as they were introduced to the menu.

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Tria Café, Philadelphia, PA

Operating Deputy Manager/ Bartender

March 2011- April 2013

- Reported daily to Restaurant Group Head Quarters on all day-to-day business operations and overall guest satisfaction.
- Prioritized the day-to-day staff implementation of meticulous service principles drafted by owner-operators.
- Presided over and guided all staff during weekly product training sessions at company Head Quarters.
- Oversaw all physical plant operations; directed product inventory; supervised house safe and employee tip distribution.

Derek's Restaurant, Philadelphia, PA

General Manager/Wine Steward

April 2005- March 2011

- Envisioned and arranged all wine for a restaurant with a wine list of over 150 bottles & 20 wines by the glass.
- Consulted by owner operator for all menu preparations, policies & overall atmosphere (specifically music and décor).
- Handled operations including purchasing, promotions, & staff training with 20 local wine representatives.
- Supervised, staffed and scheduled a house of 40 employees, drafted menus, balanced all house money daily and organized all paperwork, maintained all product inventory, and upheld a high standard of customer satisfaction.
- Offered promotion to management for showing dedication, professionalism, & loyalty to the company while overall demonstrating excellent leadership skills & a strong work ethic.

E d u c a t i o n

University of Pennsylvania Coding Boot Camp

August 2021

Full Stack Coding Bootcamp, learning MERN stack during intensive full-time program.

Penn State University — Bachelor of Arts in Media Studies.

August 2003

Graduated with a BA with a strong mathematics and engineering background.