



MIKEL PFEIFER

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Summary

Highly motivated self taught front-end web developer with an appetite for learning and being a committed member of a team.

Skills

- Policy/Program Development
- Supervision and Training
- Performance Improvements
- Sales Team Development

Experience

Old Iron Post | Sherman, TX

General Manager

03/2016 - Current

- Managed inventory levels and conducted corrective action planning to minimize long-term costs
- Built and maintained loyal, long-term customer relationships through effective account management
- Delivered exceptional client experiences through hands-on leadership of associates and managers
- Complied with company policies and government regulations to prevent and detect rule violations and protect organization from fines and lawsuits
- Developed service and sales strategies to improve retention and revenue
- Recruited, trained and empowered employees to achieve key performance indicators
- Taught alertness and security tactics to reduce theft and losses
- Recruited, interviewed and hired qualified staff for open positions
- Administered employee discipline through verbal and written warnings
- Created schedules and monitored payroll to remain within budget
- Supervised employees through planning, assignments and direction
- Guided management and supervisory staff to promote smooth operations
- Enhanced operational performance by developing effective business strategies, systems and procedures
- Tracked monthly sales to generate reports for business development planning
- Maximized time and employee productivity, consolidating data, payroll and accounting programs into centralized systems
- Analyzed quarterly sales statistics and prepared analyses for corporate management
- Orchestrated the planning and performance of charitable events, as well as off-premise events within the community
- Programmed the Point of Sale(POS) systems both in house and mobile
- Developed menu and established food cost for accurate control on profits and losses
- Established ordering systems to improve financials

Logan's Roadhouse | Sherman, TX
Assistant Manager
03/2013 - 03/2016

- Delegated daily tasks to team members to optimize group productivity
- Mentored staff to enhance skills and achieve daily targets, using hands-on and motivational leadership
- Coached team members and delivered constructive feedback to promote better productivity and build confidence
- Directed and led employees, supervising activities to drive productivity and efficiency
- Enforced company policies and procedures to strengthen operational standards across departments
- Organized schedules, workflows and shift coverage to meet expected business demands
- Collaborated with store manager to develop strategies for achieving sales and profit goals
- Implemented training processes for newly hired employees and supervised department managers, shift leads and production personnel
- Led employee performance evaluations and rewarded top performers to retain quality personnel
- Completed inventory audits to identify losses and project demand

Carinos | Sherman, TX
Corporate Trainer | Bartender
04/2009 - 01/2013

- Operated cash register and Point of Sale (POS) system for transactions and made proper change for cash transactions
- Administered assessments during and after training and provided leaders with feedback about individual strengths and training requirements
- Wrote, optimized and monitored training processes
- Boosted confidence of employees by providing skilled training to improve knowledge and productivity
- Managed bar area, cocktail design and menu and handled inventory, regulation compliance and customer relationships
- Upsold customers from shelf to premium brands to help boost sales
- Trained new bartenders on drink preparation and upselling techniques

Education and Training

Richland College | Richardson, TX
Some College (No Degree) in Cisco Certified Network Associate Program
12/2019

Self-Taught
Training and Coursework

- HTML5
- CSS
- Javascript
- C++