

Maya Santiago

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EDUCATION

MERN Stack Web Development Certification

UW Madison Extended Campus - Madison, WI August 2020 to February 2021

Associate in Criminal Justice

Madison Area Technical College Madison - Madison, WI January 2015 to May 2018

EXPERIENCE

Assistant General Manager

Tex Tubb's Taco Palace-Madison, WI

September 2019-Present

- Promptly releasing a schedule for a staff of 30 two weeks in advance.
- Hiring new staff members and terminating employees when necessary.
- Constructing and executing new training protocols and expectations for staff.
- Completing all financial aspects of the restaurant to include daily paperwork and payroll.
- Addressing customer complaints and feedback.
- Completing food orders from vendors.
- Completing inventory once a month.
- Working in Excel and Microsoft Word on a daily basis.
- Addressing unsatisfactory employee conduct and coming up with plans of action for better service.

SKILLS

- HTML
- CSS
- JavaScript
- Express
- SASS
- MongoDB
- SQL
- React.js
- Node.js

LANGUAGES

Con conversationally fluent in Spanish

Manager

Monty's Blue Plate Diner - Madison, WI

February 2018 - October 2019

- Addressed negative customer feedback immediately.
- Resolved customer questions, issues, and complaints.
- Effectively communicate with team members to maintain clearly defined expectations.
- Led team of anywhere from 2-15
- Created cleaning and accountability charts for staff.
- Completed daily paperwork, ensured drawer counts and deposits were correct.

Administrative Assistant

Josh Lavik & Associates - Madison, WI September 2018 to January 2019

- Maintained and expanded all marketing platforms.
- Input information into the MLS.
- Successfully converted leads off of social media platforms into clients.
- Ran errands as needed.
- Demonstrated mastery of customer service call script within specified time frames.
- Improved customer ratings by 37%.
- Addressed customer service inquiries in a timely and accurate fashion.
- Maintained up-to-date records at all times

Manager

Luigi's Pizzeria - Madison, WI

July 2015 to September 2018

- Addressed negative customer feedback immediately.
- Resolved customer questions, issues, and complaints.
- Effectively communicate with team members to maintain clearly defined expectations.
- Led team of anywhere from 2-8 Implemented a training system for new employees
- Created cleaning and accountability charts for staff.
- Completed daily paperwork, ensured drawer counts and deposits were correct.

160-hour Internship with Maple Bluff Police Department

Summer 2017

Enforced property codes.

Provided overnight security for the All-City Swim Meet held at the Maple Bluff Country Club.

Spent a number of hours riding along with the K9 unit.

Certifications/Licenses

- Service Champions Academy Certification-February 2017 to Present
- CPR/AED for Professional Rescuers and Health Care Providers -March 2017 to March 2019
- Various FEMA certifications in Emergency Management-September 2017 to Present