

SHONDRAY BURNS

3415 GERRARD AVE
INDIANAPOLIS, IN 46224
317-373-4269
sburns99@ymail.com

OBJECTIVE:

A dedicated, enthusiastic Restaurant Management professional is seeking a career position with a full service casual dining establishment.

SUMMARY OF QUALIFICATIONS:

Senior Manager	Vendor Management
Achieving sales through innovative marketing techniques	Staff Management
Staffing	Expense Management
Cost Control	Purchasing
Customer Relations	Business Planning

EXPERIENCE:

Rally's/Checkers, Inc.

District Manager

**Indianapolis, IN
2016-April2019**

- Staff management of more than 25 employees, including scheduling
- Investigate and resolve customer complaints to ensure quality and customer satisfaction
- Interviewing, recruitment and training of all new employees on store policies and procedures
- Responsible for multi-unit paperwork, financial records and receipts, budgeting and cost control
- Responsible for cleanliness of store
- Day to day operations, including opening and closing of store
- Food production management
- Daily and weekly inventory and ordering
- Problem-solving
- Provide and promote excellent customer service

Old Country Buffet

General Manager

**St. Paul, MN
2016**

- Staff management of more than 30 employees, including scheduling
- Investigate and resolve customer complaints to ensure quality and customer satisfaction
- Recruitment and training of all new employees on store procedures
- Responsible for unit paperwork, financial records and receipts, budgeting and cost control
- Responsible for cleanliness of store
- Day to day operations, including opening and closing of store
- Food production management
- Weekly inventory

Perkins Family Restaurant & Bakery

General Manager

**Hopkins, MN
2015 - 2016**

- Staff management of more than 30 employees
- Create marketing strategies to ensure new revenue
- Investigate and resolve customer complaints to ensure quality and customer satisfaction
- Recruitment and training of all new employees on store procedures
- Responsible for unit paperwork, financial records and receipts, budgeting and cost control
- Responsible for cleanliness of store

Sonic Drive-Up
General Manager

Rockford, IL
2011 – 2014

- Staff management of all staff
- Recruitment and training of new employees on store procedures, focusing on customer service techniques
- Responsible for maintaining appropriate inventory and supplies
- Responsible for all unit paperwork, financial records and receipts, budgeting and cost control
- Maintaining contact with all vendors
- Responsible for cleanliness of store, outside and inside
- Investigate and resolve customer complaints to ensure customer satisfaction
- Conducted training on health and safety in the workplace

Cheddar's
General Manager

Rockford, IL
2006 – 2009

- Staff management including staff scheduling for more than 15 employees
- Recruitment and training of new employees on front of the store procedures focusing on customer service techniques
- Responsible for maintaining appropriate inventory
- Responsible for end of shift paperwork, financial records and receipts

Damon's Steakhouse Grill and Bar
Assistant Manager

Rockford, IL
2001-2005

- Assisted in initial opening of this full service restaurant and bar in Rockford
- Recruitment and training new staff on customer relations, operating procedures and accurate order-taking,
- Staff scheduling for 18 front of the house employees
- Investigate and resolve customer complaints to ensure customer satisfaction
- Conducted training on health and safety in the workplace

EDUCATION:

Rock Valley College Rockford, IL
General Education courses

Beloit Memorial High School Beloit, WI
Diploma