**GARY D HICKEY**

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# PROFESSIONAL EXPERIENCE

**Meijer, Traverse City, MI 2018**

**(April–October 2018)**

***Shift Coordinator***

* Assign all cashiers to lanes, breaks, and lunches after they clock in
* Pick up all cash drops, tills at the end of the night and lock up in the safe
* Correct any errors experienced by cashiers, attend to any customer service issues
* Handled customer returns and Western Union transactions

**JAK Rentals, Traverse City, MI 2017– 2018**

***(May 2017* – *January* 2018)**

***Property Assistant***

* Ensure all units are maintained properly
* Maintain lawns, porches, and all other outside asthetics
* Assist in rent collection

**CHERRY COUNTRY CAFÉ, Traverse City, MI 2016**

***(June 2015* – *September 2016)***

***Customer Service Agent***

* Calculate daily census ( >1,500 people) for all incoming/outgoing flights from Cherry Capital Airport
* Forecast demand and order cafe and gift shop supplies based on weekly census calculation
* Collaborate with owner to secure properly qualified staff to ensure excellent customer service

**TROJAN LABOR, Cheyenne, WY 2015 – 2016**

***General Construction Associate (December 2015* – *May 2016)***

* Read blueprints and assembled and placed hotel furniture and fixtures
* Operated forklift to unload delivery trucks for building supplies, materials, and furniture to respective hotel floors per inventory lists
* Corrected interior construction errors to comply with building inspection and fire safety codes

**PILOT/FLYING J, Cheyenne, WY 2015**

***(February* – *December 2015)***

***Deli/Restaurant General Manager***

* Overhauled deli inventory ordering and stocking practices resulting in > 25% decrease in product waste
* Topped the prior weekly deli sales record with over $36,000 in sales in the month of July 2015
* Responsible for an average of over $15,000 in weekly food orders and invoice reconciliation
* Strengthened relationships with suppliers through prompt and clear communication
* Emphasized essential business practices/customer service skills while training 4 participants from universities in China in the Flying J International Internship program

**LOS REYES MEXICAN RESTAURANT, Houston, TX 2014– 2015**

***Bartender and Assistant Manager (March 2014* – *February 2015)***

* Collaborated with owner to streamline recruiting, training, and scheduling for staff of 20 people
* Created efficient daily, weekly, and monthly cleaning charts for the restaurant, reducing compliance violations by 20% and eliminating associated employee conflicts

**TETRA TECHNOLOGIES, The Woodlands, TX 2011 – 2014**

***Flow hand* (*November 2011- January 2014)***

* Safely managed production, composition, and waste from multiple oil wells producing > 2,000 Bbl/day
* Monitored and corrected composition of oil/water in storage tanks to meet buyers’ required specifications for refinement
* Prepared summary reports documenting all oil, gas, and water produced to ensure accountability for all resources removed from the location

**PROFESSIONAL THERAPY SERVICES, Waco, TX 2010** – **2011**

***Office Manager (February 2010* – *Augus2011)***

* Composed, distributed and audited follow-up for all invoicing provided to client base of approximately 120 patients
* Calculated and distributed payroll for employees totaling over $450,000 annually
* Analyzed and communicated employee certification status to insure that all therapists and assistants were compliant per industry regulations

## STAFF MANAGEMENT, Chicago, IL 2003 – 2009

***Supplier Relationship Manager – Chicago, IL (September 2003*– *January 2009)***

* Created vendor tiers for the 70+ suppliers of Dell computers’ skilled and low skilled labor needs based on cost markup percentage, attrition, and fill performance for labor contract negotiations resulting in significant direct and indirect cost-savings to customer
* Managed schedules, payroll, and timekeeping for labor pool of 50+ assigned workers provided to Dell computers by outside vendors
* Single point of contact for facility, saving client over $50,000 in employment costs annually
* Traveled extensively for project management in implementation of 9 new offices for Staff Management clients
* Operated as the liaison between the client and the staff in all facets of the business**,** including account/shift management, recruiting, orientation, and training of newly hired personnel
* Implemented new office policies and procedures, created new office document templates, and trained new and transitioning personnel for each office opening
* Performed invoice reconciliations, basic and advanced, that recovered over $150,000 for the company annually

## CHILI’S GRILL AND BAR, 2001 – 2003

## *Restaurant Manager; Denver, CO (June 2001 – June 2003)*

## Trained and managed restaurant staff for > $4MM operation

## MEDI-DYN, INC; Grand Junction, CO 2000 – 2001

***Operations Manager (November 2000 – June 2001)***

Managed environmental services staff including scheduling, staff deployment, and timekeeping reconciliation

**EDUCATION**

**Bachelor of Arts,** Organizational Speech Communication and General Mass Communications

Texas State University

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