

Contact

Boston, MA

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in philingyuup

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Skills

Front End - JavaScript, jQuery, AJAX, HTML, CSS, Sass, Bootstrap, Socket.io, Handlebars.js Back End - Node.js, Express.js, MongoDB, Mongoose, Django, Python, PostgresQL

Summary

Director of Operations with 5+ years of experience working in a fast-paced casual dining restaurant. Extensive experience in mentoring, logistics, customer success, crisis management, and bottleneck management.

Work Experience

Happy Family Food Market 2020

August 2017- March

Operations/Logistics

- Picking up, handling, and delivering of live seafood
- Book keeping and inventory management (\$1 million/per year revenue business)

Shojo Restaurant Group Director of Operations

July 2012 - July 2017

- Hired, trained, and mentored staff members with a 90% retention rate (1+ year)
- Developed and enacted policies regarding seating arrangements resulting in a 23% increase for gross revenue

- Planned and organized private events (20-130 people) resulting in an average revenue of \$23,000 during the holiday season (post-Thanksgiving New Years)
- Implemented all technologies used in the restaurants
- Planned and executed the opening of a new restaurant
- Winner of multiple best of Boston awards from local publications (Boston Magazine, Improper Bostonian, TimeOut Boston)

Education

General AssemblySoftware Engineering Immersive

March 2020 - June 2020

Northeastern University
Computer Engineering

September 2009 - December 2009