Stephanie Freeman

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# Professional Summary

I am an extremely motivated, fast learning, hard worker with strong leadership and organizational skills. In the short 5-years in the Food and Beverage Industry, I have grown and learned so much. I have the determination, flexibility and energy to accomplish whatever is needed to reach my full potential in this and all industries.



# Skills & Professional Qualities

| • Strong Leader | • Customer-Oriented |
| --- | --- |
| • Great at Multitasking | • Fast Learner |
| • Takes Direction Openly | • Dependable & Punctual |



# Experience

United States Postal Service, Henderson, NV

*City Letter Carrier – April 2018 – December 2021*

* Delivers and collects mail on foot or by vehicle under varying road and weather conditions in a prescribed area; maintains professional and effective public relations with customers and others, requiring a general familiarity with postal laws, regulations, products and geography of the area.

Santa Fe Station, Las Vegas, NV

*Concession / Relief Manager – December 2015 - April 2017*

* Conducted daily pre-shift and weekly departmental meetings to ensure organization and efficiency
* Directed staff in daily work assignments and resolved any employee issues and/or concerns
* Managed multiple outlets simultaneously (Grand Café & Starbucks as well as Beverage Floors & Bars) and took any action necessary to ensure food quality and service standards were consistently met
* Built sales forecasts and schedules to reflect the desired productivity targets and prepared the weekly payroll to keep up with the projected revenue for the week
* Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives
* Rewarded, counseled and/or disciplined staff when necessary

Riviera Hotel & Casino, Las Vegas, NV

*Assistant Food & Beverage Manager – July 2014 – April 2015*

* Schedule & direct staff on daily work assignments to maximize productivity
* Resolve any problems and/or concerns to the satisfaction of all involved parties
* Manage multiple outlets simultaneously (Wicked Vicky & Java Stop Restaurants, as well as Beverage Floors & Bars) and take any action necessary to ensure food quality and service standards are consistently met
* Assign tasks and oversee the direction of the staff to ensure the compliance offood safety procedures and quality control guidelines
* Reward, counsel and/or discipline staff when necessary

Santa Fe Station, Las Vegas, NV

*Assistant Food & Beverage Manager – February 2012 - July 2014*

* Conducted daily pre-shift and weekly departmental meetings to ensure organization and efficiency
* Directed staff in daily work assignments and resolved any employee issues and/or concerns
* Managed multiple outlets simultaneously (Grand Café & Starbucks as well as Beverage Floors & Bars) and took any action necessary to ensure food quality and service standards were consistently met
* Built sales forecasts and schedules to reflect the desired productivity targets and prepared the weekly payroll to keep up with the projected revenue for the week
* Developed and maintained a staff that provided hospitable, professional service while adhering to policies and business initiatives
* Rewarded, counseled and/or disciplined staff when necessary

The Walking Company, Henderson NV

*Third Key Holder – July 2008 - April 2009*

* Provided customer service by greeting and assisting customers and responding to customer inquiries and complaints
* Directed and supervised employees engaged in sales, inventory-taking, reconciling cash receipts or in performing services for customers
* Monitored sales activities to ensure that customers receive satisfactory service and quality goods
* Hired, trained and evaluated personnel in sales or marketing establishments, promoting or terminating workers when appropriate
* Planned and prepared work schedules and kept records of employees’ work schedules and time cards, as well as purchases, sales and requisitions



# Education

Mohave High School, North Las Vegas, NV

*High School Diploma – June 2003*

College of Southern Nevada, North Las Vegas, NV

*Criminal Justice*

Bryan University, Arizona

*Full Stack Web Development*



# References

Colton Freeman, *Fellow student* 702-937-0313

