

MICHELLE A. JONES

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PROFILE

Motivated, personable business professional with excellent management, customer service, team-building, and conflict resolution skills. Capable of improving work culture and productivity; developing and/or revising business documents to ensure compliance with statutes and regulations; analyzing findings from documents and personnel interviews; and reporting how workflow and structure affect customer service. Talent for quickly mastering technology: Microsoft Word, Microsoft PowerPoint, and web development. Flexible, versatile, and able to maintain a sense of humor while under pressure. Most importantly, I thrive in a fast-paced, deadline-driven environment.

PROFESSIONAL EXPERIENCE

• RESTAURANT MANAGER

- Managed teams ranging from 20-60 employees, including management personnel as **General Manager** at two concepts—see “Employment History”.
- Interviewed, hired, and trained workers in current food safety practices, operational procedures, and company policies.
- Conducted comprehensive onboarding sessions to ensure that new hires were acclimated with their new work environment.
- Reconciled safe and cash drawers. Responsible for also delivering cash deposits to the bank.
- Created and implemented fun, exciting, and meaningful employee rewards programs.
- Ordered and managed inventory; effectually managed waste; and controlled labor costs.
- Counseled employees and assist with the development and successful navigation of their career paths.
- Controlled risks and hazards throughout the flow of food utilizing the 7 HACCP principles.
- Assured guest and team safety by employing MSDS (Material Safety Data Sheets) when required.
- Ensured overall restaurant cleanliness by developing and adhering to effective cleaning programs.

• FRANCHISE FIELD OPERATIONS CONSULTANT

- Directed 25-34 Subway restaurants to ensure compliance with company statutes and to increase overall profitability.
- Assisted franchise owners with achieving managerial control via comprehensive training programs, auditing financial records, personal hygiene policies, and incorporating standard operating procedures set forth by parent company.
- Authored monthly newsletter, conveying menu changes; product recalls; revised food preparation methods; approved vendor sources; safety and security updates and alerts; new store openings; etc. Distributed to over 200 Subway restaurants.
- Implemented local store marketing initiatives—designed and distributed coupons and other promotional materials.
- Coordinated exciting productivity contests to boost employee morale.

• SMALL BUSINESS OWNER

- Manage day-to-day operations as founder and instructor of **Spiral Group, Inc.**—a NFP organization that assists ex-offenders with acquiring gainful employment in the Food-Service industry through the implementation of our comprehensive Employment Preparation Training Program. Develop and facilitate training modules; design and distribute promotional materials. Responsible for website design and maintenance. Additionally, we offer small business solutions to business owners seeking to achieve and maintain operational excellence. Visit <https://spiralgroup.org> for details.

EMPLOYMENT HISTORY

- Spiral Group, Inc. —08/2014 - Present
Founder & Instructor (*Chicago, IL*)
- CSL Plasma —07/2017 - Present
Donor Support Technician (*Melrose Park, IL*)
- Logan Correctional Facility —09/2013 - 08/2014
Inmate & Manager of Dish-room Operations (*Lincoln, IL*)
- Jeepers! Of Norridge —03/2004 - 07/2005
General Manager (*Lansing, IL*)
- Franchise Services Corporation (Subway) —06/2002 - 07/2003
Franchise Field Operations Consultant (*Lansing, IL*)
- Portillo’s Restaurant Group —01/2001 - 02/2002
Restaurant Manager (*Chicago, IL*)
- Subway Development Corporation —08/1997 - 08/1999
Franchise Field Operations Consultant (*Chicago, IL*)
- Tri-City Foods (Burger King) —09/1984 - 08/1997
General Manager (*Various locations throughout Chicagoland*)

EDUCATION

- Olive-Harvey College; Chicago, IL—GED, 1987
- Olive-Harvey College; Chicago, IL—Completed one year toward Associate’s Degree in Psychology, 1987-1989

CREDENTIALS

- ServSafe® Foodservice Sanitation Manager Certification, City of Chicago & State of Illinois—Expires 3/2020
- Certified ServSafe® Instructor & Registered ServSafe® Examination Proctor
- Diploma, Human Resources
- Diploma, Business and Legal Studies
- Certificate, Instructional Systems Design
- Certificate, Six Sigma