

# Suzanne Radlein

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Stamford, Ct

## SKILLS

- Staff Training
- Hiring Standards
- Scheduling
- Cost Control
- Food Safety
- Sales
- Food and Beverage
- Event Coordinating

## EDUCATION

### **University of Connecticut**

Storrs, Ct. 06/2010

- *Bachelors of Arts: Political Science*
- *Uconn Coding Boot Camp Certificate of Training*
- *The Fundamentals of Digital Marketing Certification*

## PROFESSIONAL SUMMARY

Veteran Food Service Manager successful at maximizing guest satisfaction, maintaining high food standards and excellent food service. Excellent communication, planning and conflict resolution skills. Enthusiastic with drive, determination, passion, and extensive relevant knowledge of good food and wine. An eye for detail and the ability to drive

consistent company standards. Improve operations through efficiency updates, and implement cost control strategies while directing and leading to desired results.

## WORK HISTORY

Full Stack Web Development Bootcamp certified by the University of Connecticut. A working knowledge of HTML, CSS, JavaScript, JQuery, Node.js, MySQL, MongoDB and React.

La Perle Restaurant and Bar - General Manager

*Stamford, Ct. 01/2019 - Present*

- Oversee daily operations
- Design strategy and set goals for company growth
- Create and maintain budgets and optimize expenditures
- Payroll
- Set and enforce policies and procedures
- Oversee recruitment and training of new employees
- Encourage and develop employee productivity
- Write weekly staff schedule
- Do and reconcile monthly inventory

Stamford Marriott and Spa - Lead Bartender

*Stamford, Ct. 11/2004 - 06/2014*

- Worked in a high intensity environment
- Established and built repeat clientele
- Department Trainer
- Create new and perfected old cocktail recipes
- Did monthly bar inventory report
- One on one guest interaction

Bennigan's Irish American Grill and Tavern - Manager

*Stamford, CT 05/1995 – 11/2004*

- Performed opening procedures for start of business day
- In charge of New Hire Training Program
- Supervised hourly staff

- Wrote weekly schedule for hourly staff
- Face to face guest interaction
- Reconciled guest complaints
- Did weekly bar inventory report
- Performed closing procedures at end of business day