



# SUZANNE RADLEIN

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## PROFESSIONAL SUMMARY

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Veteran Food Service Manager successful at maximizing guest satisfaction, maintaining high food standards and providing excellent service. Exceptional communication, planning and conflict resolution skills. Enthusiastic with drive, determination, passion, and extensive relevant knowledge of food and wine service. An eye for detail and the ability to drive home consistent company standards. Ability to improve operations through efficiency updates and implementing cost control strategies while directing and leading to desired company results.

I have recently acquired a certification in coding from the School of Engineering at the University of Connecticut. I have a working knowledge of HTML, CSS, JavaScript, jQuery, Node.js, MySQL, MongoDB and React. Please view my portfolio at:

<https://srad25.github.io/React-Portfolio>

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## SKILLS

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- Staff Training
- Hiring Practices
- Leadership
- Cost Control
- Food Safety
- Sales
- Purchasing
- Event Management

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## EDUCATION

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**University of Connecticut**

Storrs, Ct. 06/2010

- *Bachelor of Arts: Political Science*
- *School of Engineering Coding Bootcamp Certification*
- *The Fundamentals of Digital Marketing Certification*

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## WORK HISTORY

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- La Perle Restaurant and Bar - General Manager | *Stamford, Ct. 01/2019 - Present*
  - Oversee daily operations
  - Design strategies and set goals for company growth
  - Create and maintain budgets and optimize expenditures
  - Complete weekly Payroll
  - Set and enforce company 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. 11/2006 -06/2016*
  - 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 05/2003 - 11/2006*
  - 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