

# May Riley

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## Profile

Friendly and engaging team player and leader able to inspire staff to perform their best. Detail oriented and experienced restaurant manager passionate about food and beverages. A multi-tasker who excels at staff training and recruiting with a track record of inspiring great customer service and customer satisfaction. Regularly exceed sales goals. A master in the art of upselling.

## Experience

### **RESTAURANT MANAGER | CONTOSO BAR AND GRILL | SEPTEMBER 2023 – PRESENT**

- Recruit, hire, train, and coach over 30 staff members on customer service skills, food & beverage knowledge, sales, and health & safety standards.
- Reduced costs by 7% through controls on overtime, operational efficiencies, and reduced waste.

### **RESTAURANT MANAGER | FOURTH COFFEE BISTRO | JUNE 2021 – AUGUST 2023**

- Created a cross-training program ensuring FOH staff members were able to perform confidently and effectively in all positions.
- Grew customer based and increased restaurant social media accounts by 19% through interactive promotions, engaging postings, and contests.
- Created and implemented staff health and safety standards compliance training program, achieving a score of 99% from the Board of Health.

## Education

### **B.S. IN BUSINESS ADMINISTRATION | JUNE 2020 | BIGTOWN COLLEGE, CHICAGO, ILLINOIS**

### **A.A. IN HOSPITALITY MANAGEMENT | JUNE 2018 | BIGTOWN COLLEGE, CHICAGO, ILLINOIS**

## Skills

- SQL
- MySQL
- PostgreSQL
- Database Design
- Data Modeling
- Indexing
- Stored Procedures
- Backup & Recovery
- Performance Tuning
- NoSQL