

Eddy Ryan Quezada

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Summary

Experienced manager adept at problem solving, customer service and hiring and training hardworking, quality staff. Employs excellent leadership skills and multitasking strengths. Demonstrated skill in improving store operations, increasing top line sales and reducing costs. Quality focused Store Manager adept at providing employees clear guidelines and targeted goals. Store Manager adept at communicating company mission and directives. Clearly explains the reasons behind store policies and procedures to foster employee compliance.

Skills

- Time Management
- Proven Leader
- Excellent Multi-Tasker
- Comfortable standing for long time periods
- Reliable Team Worker
- Engaging Personality
- Quick Learner
- Restaurant Management

Experience

02/2015 - Current Assistant General Manager

Cookout – Sanford, NC

Recruited, hired and trained new employees for cooks and cashiers

Mentored, coached and trained team members to get promoted

Identified inefficiencies and made recommendations for process improvements

Controlled and monitored staff of 8-12 to complete daily duties

Enforced policies and held all employees accountable to procedures and protocols

Trained staff of eight employees for correct facility procedures, safety codes, proper recipes and plating techniques.

Completed weekly schedules according to payroll policies.

02/2014 - 01/2015

Co Manager

Cookout – Sanford, NC

Addressed customer inquiries and resolved complaints.

Opened a new store location and assisted in recruiting and training new staff.

Stocked and restocked inventory when shipments were received.

Directed and supervised employees engaged in sales, inventory-taking and reconciling cash receipts.

Determined staff promotions and demotions, and terminated employees when necessary.

Completed a series of training sessions to advance from Assistant Manager to Store Manager.

Trained all new managers on store procedures and policies.

05/2013 - 01/2014

Crew Leader

Cookout – Sanford, NC

Trained, directed and instructed apprentices and helpers.

Responsible for all kitchen operations such as banquet events, buffet lines, room service orders and hotel restaurant.

Managed kitchen operations for high grossing, fast-paced fair concession kitchen.

Examined trays to ensure that they contained required items

Placed food servings on plates and trays according to orders or instructions

Prepared a variety of foods according to customers' orders or supervisors' instructions

01/2013 -05/2013

Restaurant Crew Member

Cookout – Sanford, NC

Learned all stations within restaurant

Apportioned and served food to facility residents, employees, or patrons.

Assisted co-workers.

Cleaned and prepared various foods for cooking or serving

Greeted customers in the restaurant or drive-thru, took and rang up orders, handled payment and thanked customers

Education and Training

2014 High School Diploma

Lee Early College – Sanford, North Carolina, US

College Credits: Associate in Arts

Central Carolina Community College – Sanford, North Carolina, US

Coursework in Business Communications and Management Information Systems

Principles of Financial Accounting coursework

Coursework includes Economics

