



BENJAMIN LEE

Assistant General Manager

support@qwikresume.com
(123) 456 7899
Los Angeles
www.qwikresume.com

PROFESSIONAL SUMMARY

Ambitious professional with 2 years of experience in operational management and team coordination. Adept at enhancing service quality, optimizing processes, and driving profitability. Committed to fostering a collaborative team environment and achieving business objectives while ensuring exceptional customer experiences.

WORK EXPERIENCE

Assistant General Manager
Pineapple Enterprises

Apr / 2024-Ongoing
Santa Monica, CA

- Assisted in daily operations to ensure efficiency and productivity across all departments.
- Coordinated staff training programs to enhance team performance and service quality.
- Managed budgets and financial reports to optimize resource allocation and reduce costs.
- Demonstrated comprehensive knowledge of food, beverages, and service techniques.
- Maintained cleanliness standards across all areas of the establishment.
- Optimized profits by controlling food, beverage, and labor costs daily.
- Developed a high-performing team that provided exceptional service while adhering to company policies.

Shift Manager
Silver Lake Enterprises

Apr / 2023-Apr / 2024
Seattle, WA

- Performed daily cash handling procedures, including bank deposits and cash change management.
- Gathered data on customer service and employee performance for evaluations.
- Assisted the General Manager in enhancing profit margins and service quality.
- Delivered excellent customer service by engaging and assisting customers promptly.
- Managed weekly scheduling for front and back-of-house operations.
- Generated financial reports for sales and tax compliance.

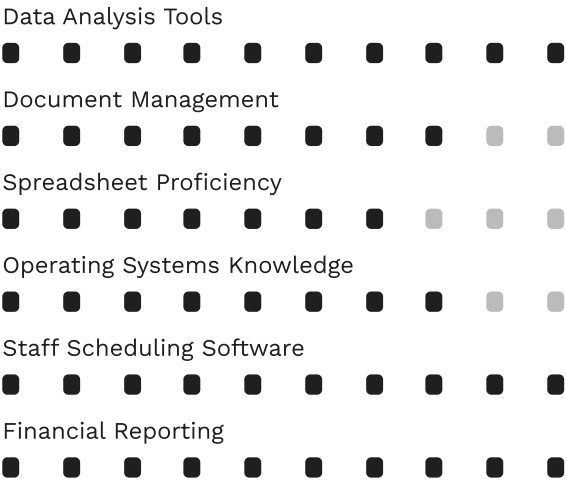
EDUCATION

Bachelor of Business Administration
University of Kansas

Apr / 2022-Apr / 2023
Phoenix, AZ

Focused on management principles, financial analysis, and operational strategies.

SKILLS



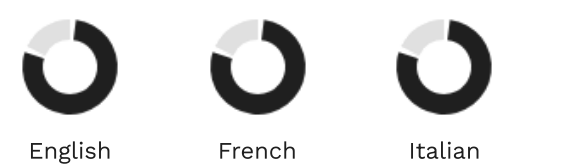
INTERESTS

- Podcasts Language Learning
Dancing Cycling

STRENGTHS

- Intuition Leadership
Listening Mentorship

LANGUAGES



ACHIEVEMENTS

- Increased customer satisfaction ratings by 15% through enhanced service training.
- Reduced operational costs by 10% through effective inventory management.