



# JESSICA LANG

## ABOUT ME

Restaurant general manager with over a decade of experience in the hospitality industry, having worked with renowned brands like McDonald's and Starbucks. Hold a Bachelor's degree in hospitality management from Cornell University and a Bachelor's in business administration from the University of Nevada. Proven record in overseeing daily operations, financial management, staff training, and development, with a strong focus on customer service and adherence to food safety regulations.

## PROFESSIONAL EXPERIENCE

### GENERAL MANAGER | MCDONALD'S, NEW YORK, NY

JANUARY 2016 TO PRESENT

- Manage a team of over 50 employees, ensuring high-quality customer service and adherence to company standards
- Implemented cost-saving measures that reduced overall expenses by 15%, contributing to an increase in the restaurant's profitability
- Developed and implemented a comprehensive training program that improved staff performance and reduced turnover by 20%

### ASSISTANT MANAGER | STARBUCKS, LAS VEGAS, NV

JUNE 2010 TO DECEMBER 2015

- Helped manage operations of a high-volume store, serving over 500 customers daily
- Played a key role in increasing store revenue by 25% through effective inventory management and strategic marketing initiatives
- Coordinated staff training programs, enhancing team skills and improving overall customer service ratings

## PROFESSIONAL DEVELOPMENT

- ServSafe Food Protection Manager Certification (SFPMC), National Restaurant Association
- Certified Restaurant Supervisor (CRS), American Hotel & Lodging Educational Institute
- Certified Food and Beverage Executive (CFBE), American Hotel & Lodging Educational Institute

## CONTACT



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LinkedIn

## KEY SKILLS

- Budgeting and cost accounting
- Customer service and relations
- Food safety regulations
- Operations management
- Staff training and development
- Team leadership and motivation

## EDUCATION

- Bachelor of Science in Hospitality Management  
CORNELL UNIVERSITY, Ithaca, NY  
May 2010
- Bachelor of Business Administration in Hospitality Management  
UNIVERSITY OF NEVADA,  
Las Vegas, NV  
December 2012
- Associate of Applied Science in Restaurant, Culinary, and Catering Management  
THE CULINARY INSTITUTE OF AMERICA, Hyde Park, NY  
June 2015