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LinkedIn | Portfolio

Skyler Thompson

Software Developer

Detail-oriented hospitality management professional with more than five years of experience delivering five-star customer service, managing reservations, coordinating table rotations, and executing dining strategies for top brands such as Olive Garden. Known for boosting sales and elevating dining ratings by 30%.

PROFESSIONAL EXPERIENCE

LEAD HOST

OLIVE GARDEN, SYRACUSE, NY | DECEMBER 2020

- Manages scheduling for host and hostess staff and server crew of 40, ensuring optimum coverage during peak dining hours
- Seats an average of 170 diners per dinner service, increasing table turnover to result in a 17% sales increase
- Trains an average of 15 co-host/hostess staff to deliver on-brand service
- Created a seating system to reduce customer wait times by 30% during busy lunch and dinner service hours

HOST

MCDONALD'S, ITHACA, NY | JUNE 2018 – NOVEMBER 2020

- Provided warm, efficient customer service, increasing the store's customer rating from 3 stars to 4.5 stars on Yelp
- Ushered guests to online kiosks, assisting with self-serve ordering to expedite service and reduce front-counter cashier lines by 35%
- Assisted with dining room cleanup and restocking during busy hours to free up line cooks and customer service specialists to focus on efficient ordering and meal delivery

EDUCATION

Associate of Occupational Studies in Culinary Arts

Cornell University, Ithaca, NY | August 2017 – May 2019

KEY SKILLS

- CRM databases
- Cross-departmental collaboration
- Customer service and engagement
- Effective communication
- Multitasking and organizational skills
- Service efficiency

CERTIFICATIONS

- New York Food Handlers License, Learn 2 Serve, May 2020
- ServSafe Food Handler Certification (SFHC), National Restaurant Association, April 2019