

MM

Melissa Martin

Restaurant Shift Manager

Restaurant Shift Manager with three years overseeing daily service in fast-paced diners. Skilled in team coordination, cash handling, and customer satisfaction recovery.

Contact



(123) 456-7890



email@example.com



LinkedIn | Portfolio



City, ST 12345

Education

High School Diploma

Central High School, City, ST | June 2018

Professional Experience

SHIFT MANAGER | SUNRISE DINER, CITY, ST
MARCH 2020 – PRESENT

- Lead 5-person shift team, achieving a 98% on-time service rate
- Handle daily cash reconciliation with zero variance over 24 months
- Mentor servers on upselling techniques, increasing average tip by 15%

LEAD SERVER | MOONLIGHT CAFÉ, CITY, ST
JULY 2018 – FEBRUARY 2020

- Managed reservation system for 80-seat café, reducing double-bookings by 90%
- Trained new hires on POS and customer-service standards