

# James Carter

## Assistant Manager

Recent business graduate stepping into assistant manager roles after two years as a shift lead at a quick-service restaurant. Comfortable opening, closing, counting drawers, and coaching teammates. Looking for a store where I can keep learning the ops and people side of the job.



Grand Rapids, MI 12345



(616) 555-0147



marcus.whitfield@example.com

## KEY SKILLS

- Opening and closing procedures
- Cash handling and drawer counts
- POS (Toast)
- New hire training
- Food safety standards
- Daily sales reporting
- Inventory counts
- Customer service recovery

## PROFESSIONAL EXPERIENCE

### SHIFT LEAD | BIRCHWOOD BAGEL HOUSE, GRAND RAPIDS, MI 2023 – PRESENT

- Lead 4-5 person shifts during morning rush, handling roughly \$4,200 in daily sales.
- Open and close the store 3 days a week, including drawer counts and deposit prep.
- Trained 6 new crew members on POS, food safety, and the morning bake schedule.
- Stepped in for the assistant manager on PTO weeks, covering ordering and the daily food cost report.

### CREW MEMBER | BIRCHWOOD BAGEL HOUSE, GRAND RAPIDS, MI 2022 – 2023

- Worked register, sandwich line, and dish across a rotating schedule.
- Earned Crew of the Month twice for upsell and order accuracy.
- Volunteered for inventory counts every other Sunday.

## EDUCATION

- B.S., Business Administration, Grand Valley State University, 2024
- ServSafe Food Handler, 2022