



CARLTON REEVES

Fast Food Worker

CONTACT INFORMATION



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Cedar Rapids, IA 12345

EDUCATION

Associate of Applied Science,
Hospitality Management, Kirkwood
Community College, 2019

ServSafe Manager Certification, valid
through 2026

High School Diploma, Iowa City West
High School, 2015

KEY SKILLS

- P&L and labor variance management
- ServSafe Manager certified
- Health inspection prep
- Crew scheduling (HotSchedules, Crunchtime)
- Inventory and food cost control
- Sysco and US Foods ordering
- POS systems (NCR Aloha, Toast, Square)
- Crew training and promotion pipelines
- Customer escalation and recovery
- Cash handling and deposit prep
- Drive-thru speed of service
- Bilingual: English/Spanish

ABOUT ME

Fast food professional with 9 years across QSR brands, including 4 years as Assistant Manager. Track record of cutting labor variance, passing surprise health inspections, and developing crew into shift leads. Comfortable owning a P&L line and running a store of 22-30 employees.

PROFESSIONAL EXPERIENCE

Assistant Manager I 2021 - Present

Prairie Tacos Express, Cedar Rapids, IA

- Oversee a crew of 28 across three dayparts; cut weekly labor variance from 3.6% to 0.9% over a six-month stretch in 2023.
- Pass quarterly health inspections with scores of 96 and above, including a 99 in March 2024.
- Promoted 6 crew members to shift lead by building a 30-day training plan tied to specific station skills.
- Manage food orders of \$7,400/week through the Sysco portal; cut tortilla waste by reworking the prep par sheet.
- Step in on the line during lunch rush, working drive-thru window or grill as needed.

Shift Manager I 2019 - 2021

Coastline Subs & Salads, Cedar Rapids, IA

- Ran closing shifts 5 nights a week, including deposits of \$2,100-\$2,800 and end-of-day inventory counts.
- Re-trained the entire night crew on bread bake timing after a customer complaint streak; complaints dropped to near zero within a month.
- Handled escalated customer issues at the counter, including refunds and gift card recovery.
- Built the weekly schedule for 14 crew members using HotSchedules.
- Covered Assistant Manager duties during a 7-week medical leave with no coaching writeups from the DM.

Shift Lead I 2017 - 2019

Big Sky Burgers, Iowa City, IA

- Led shifts of 7-10 crew on weekend dinner rushes averaging 320 transactions per shift.
- Maintained drive-thru speed under 3:15 on closing shifts.
- Trained 9 new hires on POS, register, and condiment line.
- Counted tills and prepared bank deposits nightly.

Crew Member I 2015 - 2017

Big Sky Burgers, Iowa City, IA

- Rotated through grill, fryer, drive-thru, and front counter.

- Hit 98% order accuracy on assembly during my final review.
- Picked up open shifts on short notice an average of twice a month.
- Selected for the regional grand opening team in Coralville in 2016.