



DEVON WHITAKER

Shift Leader

Shift leader with three years in quick-serve chicken and casual dining. Run 8-10 person teams during dinner peak, coach on speed of service, and own cash office and food safety checks during my shifts.

CONTACT INFORMATION



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Nashville, TN 12345

EDUCATION

Associate of Applied Science, Hospitality Management, Nashville State Community College, 2022

Food safety lead for the store, current through 2027

KEY SKILLS

- Shift leadership and floor coverage
- Cash office and deposits
- ServSafe food safety
- Speed of service coaching
- POS rollouts and training
- Guest recovery
- Line checks and temp logs
- Scheduling support
- Labor and break compliance
- Opening and closing

PROFESSIONAL EXPERIENCE

SHIFT LEADER | REDBIRD CHICKEN KITCHEN, NASHVILLE, TN

2023 – PRESENT

- Lead dinner peak with a team of 9, hitting a speed-of-service target of 3:30 or better on 4 of 5 shifts.
- Own the cash office during my shifts: safe count, deposit prep, and change orders, with zero write-offs YTD.
- Ran corrective action on line temperatures after a failed internal audit; store passed the reinspection at 96.
- Trained 8 crew members on the new POS rollout across a 3-week window without adding overtime.
- Handle guest complaints in the moment and log recovery comps within manager comp limits.

SERVER / TRAINER | COPPER KETTLE GRILL, FRANKLIN, TN

2021 – 2023

- Certified trainer for new servers; onboarded 12 people over two summers.
- Averaged \$1,240 in weekly sales with a tip-out rate consistently in the top third of the floor.
- Ran side-work rotations on closing shifts and locked up the front of house 2-3 nights a week.
- Helped roll out a new online ordering flow to the front counter team.

HOST | COPPER KETTLE GRILL, FRANKLIN, TN

2020 – 2021

- Managed the wait list and seating chart on weekend nights with 90-minute quotes.
- Coordinated with kitchen on large parties and dietary flags.
- Promoted to server after 11 months.