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Summary

Highly adaptable and accomplished professional with a proven track record spanning various industries, including Customer Service, Training and Management, Hospitality Management, and Logistics. With a remarkable 30-year career history, I bring a wealth of experience and expertise to the table.

My diverse background includes 14 years as a Dee Jay, catering to parties, weddings, clubs, and corporate events. Holding a Certificate degree in Television & Radio production and editing, I possess a strong foundation in media production. Additionally, I have spent 20 years in the restaurant and management industry, managed payroll and computer data, and gained extensive experience in logistics transportation over the past 8 years.

Driven by a passion for entrepreneurship, outdoor experiences, coaching, and inspiring younger generations, I offer a unique blend of skills and talents that make me an ideal candidate for various roles.

Specialties:

- FAA Part 107 Certified and Minnesota Licensed Drone Operator
- Accomplished in employee management and staff coaching
- Proficient in Class A CDL and Class B CDL driving, including transportation of hazardous materials and compliance with DOT regulations
- Adept in time management and efficient routing
- Skilled in Google Applications, Microsoft Word, and Excel
- Experienced in social media platforms and marketing strategies
- Typing speed of 50+ words per minute
- Well-versed in scheduling and business analysis, leveraging technology to drive operational efficiencies
- Demonstrated ability to deliver dynamic guest experiences and provide exceptional customer service
- Proven success in P&L management, staff coaching, cost reduction, waste management, and purchasing and vendor management
- Motivational team leader with expertise in kitchen and dining room operations, integrated inventory and cost control, and safety and sanitation compliance

Experience

Delivery Driver

IDI Distributors

May 2019 - Present (4 years 1 month)

Experienced Class A Driver with proficiency in driving Class B trucks and delivering Spray Foam insulation products, fiberglass, and accessories to customers across Minnesota, parts of Wisconsin, Sioux Falls SD, and Fargo, ND. Skilled in loading and unloading trucks for efficient delivery and receiving. Knowledgeable in handling UPS shipping and coordinating transfers with third-party logistics companies. Proficient in forklift operation and responsible for managing all marketing merchandise for the corporate office, including expositions, employee apparel, and customer apparel. Well-versed in utilizing SAP, GP, and UPS systems for streamlined logistical distribution processes.



Truck Driver

Trillium Staffing Solutions

Jun 2018 - May 2019 (1 year)

Highly skilled and dedicated contract driver with expertise in operating Class A and B vehicles for Arctic Glacier. Conduct thorough pre-trip inspections according to DOT standards, ensuring vehicle safety. Utilize safe driving techniques to guarantee secure transportation of goods. Proficiently load ice boxes for major clients, including Walmart, Target, Holiday Station Stores, and SuperAmerica Stations. Actively engage with customers to optimize their product experience and provide exceptional sales support. Display excellent customer service skills and contribute to on-site merchandising efforts.

Efficiently manage various administrative tasks, including handling paperwork, invoices, DOT driving logs, VIR logs, and manifests. Expertly utilize scanner logs for end-of-day work, ensuring accurate and comprehensive documentation.

Additionally, contracted with Duke Construction rentals, successfully drove Class A and B vehicles. Demonstrated proficiency in loading and unloading flatbed trailers, handling construction booms, scissor lifts, off-road construction articulated forklifts, and skid steers. Consistently adhered to strict safety protocols while maximizing efficiency.



General Manager

Jimmy John's

Sep 2017 - Feb 2018 (6 months)

Results-driven General Manager with a proven track record in overseeing high-volume operations at a Jimmy John's restaurant. Known for exceptional organizational abilities, excellent customer service, and team leadership.

- Operational Leadership: Manage all aspects of restaurant operations, including staff training, inventory management, and ensuring compliance with food safety standards. Implement efficient systems to maximize productivity and customer satisfaction.

- Financial Management: Drive revenue growth and control costs through effective budgeting, forecasting, and P&L analysis. Optimize sales, minimize waste, and manage labor expenses to achieve financial targets.

- Team Development: Recruit, train, and mentor a motivated team, fostering a positive work environment. Conduct performance evaluations, provide ongoing coaching, and facilitate training programs to enhance staff skills.

- Customer Service Excellence: Set high standards for customer service, address feedback promptly, and enhance customer satisfaction. Build strong relationships with local businesses to drive customer loyalty.

- Quality Assurance: Ensure adherence to brand standards, monitor food preparation and sanitation practices, and maintain safety regulations. Conduct regular inspections to maintain operational excellence.

- Sales and Marketing: Develop and execute sales strategies, collaborate on marketing campaigns, and leverage digital platforms to increase brand visibility and drive revenue.

- Vendor and Inventory Management: Manage relationships with suppliers, negotiate contracts, and optimize inventory levels to reduce costs.

Straight Truck Driver

Cross Country Couriers Limited

Feb 2015 - Sep 2017 (2 years 8 months)

Detail-oriented and responsible professional with a focus on safe product delivery and exceptional customer service. Proficient in route management and conducting thorough safety checks on equipment pre and post trip. Demonstrated excellent time management skills to ensure on-time service for customers. Operated straight trucks and effectively utilized pallet jacks, two-wheeled carts, and other safety devices.

Maintained accurate and up-to-date DOT logs to ensure compliance with regulations. Recognized with the exceptional driver award in 2016, showcasing outstanding performance and dedication to the role. Built strong relationships with regular customers and earned the trust of supervisors through consistent reliability and professionalism.

Maintained a clean driving record and met all requirements for the CLASS A CDL license, with zero points on record.

Owner

Knock Yer Noggin Haulin

Sep 2013 - Aug 2014 (1 year)

Handled Courier and Moving accounts as a driver and delivery person for companies such as Amazon.com, Target, and transportation of goods in a 29 foot straight truck for major carriers such as ABF, Forward Air, and Ceva.

I worked with shipping and handling for these companies and on the end with their customers. I was in charge of driving, Vehicle Pre-trip, and Post Trip inspections, handling BOL's, Routing, Logging mileage and adhering to FMCSA standards, Customer Service, and safe delivery of product.

Chef

Taher, Inc.

Mar 2013 - Sep 2013 (7 months)

While employed as Chef/Cook, I prepared meals according to a cyclical menu for the residence. All meals were made from scratch and prepared to meet health standards for the residence. My goal and accomplishments include creating dishes that exceeded the health concerns of the customers, and implementing new and exciting varieties of dishes to make the menu exciting and nutritious. I also met or exceeded food safety regulations and helped with streamlining the menu and prep procedures to make implementation of new dishes efficient and cost productive.

Assistant Department Head for Life Cafe

Life Time Inc.

Apr 2011 - Feb 2013 (1 year 11 months)

Responsible for supporting the overall management and operations of the Life Cafe, ensuring exceptional customer service, and promoting a positive dining experience. Collaborate with the

Department Head to drive revenue, manage costs, and maintain high standards of cleanliness and food safety.

Customer Service Excellence: Foster a welcoming atmosphere, provide exceptional service, and address customer inquiries and concerns promptly. Ensure all team members uphold Life Time's service standards and deliver a positive dining experience.

Operations Support: Assist in overseeing daily operations, including food preparation, cooking, and serving. Monitor inventory levels, place orders, and ensure proper storage and rotation of food items. Adhere to health and safety regulations and maintain cleanliness and organization throughout the cafe.

Staff Training and Development: Support the training and development of cafe team members, ensuring they have the necessary skills and knowledge to deliver outstanding service. Provide coaching and feedback to enhance performance and promote a positive work environment.

Financial Management: Assist in managing financial aspects of the cafe, including monitoring expenses, analyzing sales data, and implementing strategies to drive revenue and control costs. Contribute to inventory management, waste reduction, and effective portion control.

Menu and Promotion Execution: Collaborate with the Department Head to implement menu changes, promotions, and special events. Ensure proper execution of menu items, quality control, and consistency in presentation. Contribute creative ideas to enhance the overall dining experience.

Safety and Compliance: Uphold strict standards of food safety and sanitation. Monitor adherence to health codes, maintain accurate records, and conduct regular inspections. Follow company policies and procedures regarding safety, security, and emergency protocols.



Associate Manager

Perkins Restaurant & Bakery

Aug 2004 - Apr 2011 (6 years 9 months)

Associate Manager - Perkins Restaurant

Managed 45+ employees and oversaw \$1.8M in gross sales at Perkins, a family restaurant specializing in casual fare with a California-style menu. Progressed from server and cook to trainer, shift leader, and ultimately restaurant manager, gaining a versatile skill set within the industry.

Responsibilities included supervising food/beverage preparation and inventory management, training and overseeing kitchen and front-of-house staff, ensuring smooth daily operations, and maintaining superior customer service. Executed "Local Store Marketing" to enhance community image and boost customer loyalty. Managed P&L, purchasing, and cost control, aligning with corporate standards for business margins.

Demonstrated expertise in team leadership, hiring, scheduling, and training, as well as proficiency in computer applications and social media marketing. Held Serve Safe certification and prioritized guest satisfaction.

As an Associate Manager at Perkins, consistently delivered exceptional results in customer service, operations, and staff management.

Education



Brown Institute Minneapolis MN

Certificate Degree, Radio, Television, and Digital Communication

1994 - 1995

Education:

Certificate Degree in Broadcast Television and Radio Communications

With my Certificate Degree in Broadcast Television and Radio Communications from Brown Institute, I have gained valuable skills that extend beyond the world of media production. This program has equipped me with a strong foundation in communication, creativity, and technical expertise, which are essential in today's business and marketing landscape.

Key Highlights:

- Developed excellent communication and presentation skills through hands-on experience in broadcast television and radio.
- Learned the art of storytelling, capturing attention and engaging audiences through compelling narratives and visuals.
- Acquired proficiency in utilizing cutting-edge technologies and software for video editing, audio production, and content creation.
- Expanded my understanding of marketing strategies and techniques, leveraging media production to effectively promote products and services.
- Developed a keen eye for visual aesthetics and design principles, ensuring impactful and visually appealing content.
- Collaborated with diverse teams on creative projects, fostering effective teamwork, and enhancing my interpersonal skills.
- Adapted to fast-paced environments, meeting tight deadlines while maintaining high-quality standards.

My education in Broadcast Television and Radio Communications has provided me with a unique skill set that translates seamlessly into the world of business and marketing. With a focus on creativity, effective communication, and technical expertise, I am well-prepared to leverage these capabilities to drive success in marketing campaigns, content creation, and brand storytelling. I am confident that my diverse skill set and passion for creating engaging content will contribute to the growth and success of any business or marketing team.



Interstate Truck Driving School

CDL Class A Certification

2014 - 2014

At Interstate Truck Driving School, I obtained my Class A Truck Driving License, acquiring comprehensive training and skills necessary to excel in the field of truck driving. This education has equipped me with the knowledge, expertise, and safety practices required to operate commercial vehicles effectively.

Key Highlights:

- Completed rigorous training in accordance with industry standards and regulations, ensuring compliance with Department of Transportation (DOT) requirements.
- Gained hands-on experience in operating Class A commercial vehicles, including tractor-trailers and other large trucks.
- Developed a strong understanding of trucking laws, regulations, and safety protocols to ensure safe and efficient transportation of goods.
- Acquired proficiency in performing pre-trip inspections, maintenance checks, and routine vehicle operations to ensure optimal performance.
- Learned efficient driving techniques, including proper vehicle handling, maneuvering, and navigation.
- Obtained knowledge of load securement techniques and best practices to ensure the safety of cargo during transport.
- Developed a solid understanding of transportation logistics, route planning, and time management to ensure on-time deliveries.
- Familiarized myself with electronic logging devices (ELDs) and other industry-specific technologies for accurate record-keeping and compliance.

My education at Interstate Truck Driving School has provided me with the skills and knowledge necessary to be a reliable and safe Class A truck driver. With a focus on adherence to regulations, attention to detail, and efficient driving practices, I am well-prepared to contribute to the transportation industry and deliver exceptional results as a professional truck driver.



Art Institute Minneapolis

B.S., Hospitality Management and Culinary Management

2008 - 2014

Education:

Bachelor of Science in Culinary and Hotel Hospitality Management

I pursued a Bachelor of Science degree in Culinary and Hotel Hospitality Management, which offered a comprehensive curriculum blending culinary arts and hotel management. This program equipped me with a solid foundation in both the culinary and hospitality industries, preparing me for a diverse range of roles within the field.

Key Highlights:

- Completed a rigorous program encompassing coursework in culinary arts, food preparation, menu planning, and hotel operations.
- Developed proficiency in culinary techniques, including cooking methods, flavor profiles, and recipe creation.
- Gained hands-on experience in managing kitchen operations, ensuring food safety standards, and leading culinary teams.
- Studied hotel and hospitality management principles, including front desk operations, guest services, and event planning.
- Acquired knowledge of financial management, marketing strategies, and revenue optimization within the hospitality industry.
- Collaborated on industry-focused projects, applying theoretical concepts to real-world scenarios and enhancing problem-solving skills.
- Utilized state-of-the-art facilities and industry-standard equipment to enhance my practical skills and culinary creativity.

I possess a well-rounded skill set and a deep understanding of both culinary arts and hotel operations. This comprehensive education has equipped me to excel in and understand various roles within the business, culinary and hospitality industries, delivering exceptional guest experiences and ensuring operational excellence.



Brown College

A.S., Management and Information Systems

1998 - 2000

Education:

Associate of Science in Management and Information Systems

I pursued an Associate of Science degree in Management and Information Systems from Brown Institute Mendota Heights, gaining a solid foundation in both management principles and information systems. This program provided me with a comprehensive understanding of how technology and effective management strategies can drive business success.

Key Highlights:

- Completed a rigorous program encompassing coursework in management theory, organizational behavior, and business communication.
- Developed proficiency in utilizing information systems, databases, and software applications to streamline operations and enhance productivity.
- Acquired knowledge of project management principles, including planning, execution, and resource allocation.
- Studied business ethics, strategic planning, and decision-making processes to effectively address organizational challenges.
- Gained practical experience in analyzing and interpreting data to support informed decision-making.
- Collaborated on team projects, honing my communication and teamwork skills in a professional setting.
- Adapted to rapidly evolving technologies and stayed updated on industry trends to remain competitive in the field.

With an Associate of Science in Management and Information Systems, I possess a strong foundation in management principles and the ability to leverage technology for improved business outcomes. This education has equipped me with the skills necessary to contribute to the success of organizations, combining strategic thinking, effective communication, and technological expertise.



Columbia Heights High School

Skills

Recipes • Menu Development • Cooking • Culinary Skills • Restaurants • Customer Service • Hospitality Industry • Purchasing • Hospitality Management • Hospitality