

# NAKIRI JOHNSON

## Fast Food Manager

1515 Pacific Ave, Los Angeles, CA 90291, United States

(541) 754-3010

email@email.com

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Place of birth ..... *San Antonio*      Driving license ..... *Full*  
Nationality ..... *American*

### LINKS

*[Pinterest](#), [Instagram](#)*

### PROFILE

*Dedicated Fast Food Manager with an unbeaten ten-year background in spearheading start-up diners to the next level of profitability and customer satisfaction. Excellent knowledge of online and direct product campaign strategies, with high regard for crew engagement and boosting employee satisfaction levels. Won the People's Choice Award for Best Local Fast Food Outlet in the region for three consecutive years. Certified as a Retail Food Chain Trainer and completed various leadership development courses via the National Restaurant Association Educational Foundation.*

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### EMPLOYMENT HISTORY

❖ **Fast Food Manager, Chickies Fast Food Group** ..... Jan 2019 — Present  
Salt Lake City

*Boosted new customer base by 38% in 2018 with targeted marketing techniques interfaced by social media platforms such as Pinterest and Instagram attracting people to visit the restaurant during off-peak business hours.*

- Instrumental in growing business sales through advertising (online and print), in-store marketing and local community networking
- Partnered with local schools, colleges, social services, and community forums to invest in corporate social responsibility initiatives
- Spearhead cost reductions in food, labor and inventory expenditures
- Reduce employee turnover by instigating innovative rewards and recognition programs
- Directly managing ten supervisors with an indirect reporting line of 60 staff members
- Responsible for approval of all purchases relating to stock and supplies
- Inspect supplies, work areas and equipment regularly
- Approve staff scheduling roster received from the Administration Manager
- Sign off on budgets and payroll as created by the accountant
- Address and resolve customer complaints regarding food quality or service levels

❖ **Fast Food Manager, McDoughan's Pizza and Past Place** ..... Feb 2016 — Dec 2018  
Honeydew

*Exceeded all up-sell targets from sales made for beverage and optional extras by 48%.*

- Coordinate staff schedules and rosters per daily and weekly demands
- Inspect food preparation and cooking processes to adhere to health and safety standards
- Ensure that the cleaning crew conducts appropriate sanitation and disinfecting activities at the close of each shift and also embark on a deep cleaning exercise once a month
- Establish relationships by networking on social media with the community to create awareness about promotions specials and discounts
- Responsible for all inventory controls and financial management
- Recruit new employees and take them through the appropriate induction training programs
- Do performance appraisals every three months
- Address customer queries and complaints where needed
- Approve window displays and promotional materials

❖ **Assistant Fast Food Manager, Medallion Sushi & Seafood Eatery** ..... Jan 2015 — Oct 2015  
 Brooklyn

*Reduced employee turnover by 21% with the implementation of rewards and recognition programs.*

- Responsible for monitoring revenue and expenditure on the daily, weekly and monthly basis
- Draw up profitability and inventory reports for head office
- Administer ordering of supplies and service level agreements
- Development induction programs for new hires and created employee development initiatives for senior members of staff
- Acted as a business coach to three new diners during their start-up and opening phases
- Oversee kitchen and serving activities to ensure optimal customer satisfaction and adherence
- Monitor cleaning and sanitation practices
- Responsible for essential maintenance and troubleshooting on equipment and machinery
- Manage a team of permanent 30 staff members and 25 casual workers
- Handle customer complaints and diffuse conflict situations when required

## EDUCATION

❖ **Cleveland College** ..... Jan 2019 — Present  
 Overland Park  
*Bachelor's Degree in Restaurant Management*

Course Curriculum: Menu Planning, Point of Sale (POS) Systems, Customer Satisfaction, Dining Room Set Up, Marketing and Sales

❖ **Huntington College** ..... May 2018 — Dec 2018  
 Montgomery  
*Diploma in Communications and Interpersonal Skills*

❖ **Campbell Culinary Institute** ..... Jan 2015 — Mar 2015  
 New Cityland  
*Occupational Studies in Food Service Management*

## SKILLS

Food & Beverage Management .....	Vendor Negotiations .....
Food Preparation & Presentation .....	Kitchen Workflow Processes .....
Quality Control .....	Schedules and Rosters .....
Generally Accepted Accounting Principles .....	Health & Safety and Fire Protocols .....
Costing & Inventory Control .....	Franchise Operations .....
Financial Statement Analysis .....	Promotional Campaigns .....
Profit Optimization .....	Order Monitoring .....
New location openings and relaunches .....	Cashflow Management .....

## COURSES

❖ **Foodservice Management Professional (FMP)** ..... May 2017 — Jul 2017  
 Philadelphia

## LANGUAGES

English, Russian, Dutch ..... *Native speaker*