

# Bryan Glover

## Entry Level Restaurant

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### Work Experience

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### Skills

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### Education

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Entry Level Restaurant Worker with 2+ years of experience in communication, customer service, and finances. Seeking an opportunity to utilize my teamwork and demonstrable customer interaction skills as a Restaurant Worker at a well-regarded establishment like Mindy's.

✉ bryan.glover@gmail.com

☎ (123) 456-7890

📍 San Francisco, CA

🌐 [LinkedIn](#)

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### Garwoon Elementary School

Teacher's Assistant

2019 - current | San Francisco, CA

- Generated customized lesson plans for 6+ common learning differences, including ADHD, ADD, dyslexia, and autism spectrum disorders.
- Collaborated with teaching staff, identifying areas where curriculum didn't support learning needs, adapting it as necessary and increasing first quartile testing scores by 7%.
- Supervised 25+ children during recess and field trips.
- Facilitated play-based learning environment safety while allowing children to express creative freedom and reducing behavioral issues by 12%.
- Expanded school services to include support for Spanish-speaking children and after-school language classes, improving school rankings by 2%.
- Documented student progress, notifying parents when additional support was needed.

### Capital One Bank

Bank Teller

2018 - 2019 | San Francisco, CA

- Optimized front desk forms and procedures with TotalTeller automations, reducing human error by 9% and saving clients 3+ minutes.
  - Outperformed sales targets by 20% by recommending unique bank products for customer needs.
  - Established a professional, welcoming environment, greeting customers within 17 seconds of bank entry and providing security measures such as payment method verification, ID checks, and finger-printing.
  - Adhered to all customer service standards, complying with established banking policies and ensuring 96% customer satisfaction.
  - Achieved commendation as the #1 branch teller based on outside auditor performance checks.
  - Handled 15+ types of complex transactions, including large commercial deposits, cash advances, and term deposits.
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- Bilingual (Spanish)
  - Teamwork
  - Problem Solving
  - Verbal Communication
  - Emphathetic
  - Adaptable
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### High school diploma

Gateway High School

2014 - 2018 | San Francisco, CA