

# Olivia Campos

## Restaurant Assistant Manager

olcamp@email.com

(123) 456-7890

Pittsburgh, PA

[LinkedIn](#)

### WORK EXPERIENCE

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#### **Katie O's Restaurant** - Restaurant Assistant Manager

2018 - current

Pittsburgh, PA

- Spearheaded restructuring of menu items, including the elimination of 12+ items, reducing the occurrence of diner "paradox of choice"
- Delivered exceptional service, earning a 4.9-star rating on Google
- Communicated with FOH and BOH staff, reducing unnecessary staff stress and turnover by 8%
- Overhauled menu pricing, calculating ideal price-points for menu items, using raw food costs and ideal food cost percentages, increasing net revenue by 13%
- Utilized Schedulefly software systems to assign shifts, ensuring weekends, holidays and events were well-staffed, increasing service capacity by 7% during peak hours

#### **Chili's Grill & Bar** - Restaurant Assistant Manager

2012 - 2018

Pittsburgh, PA

- Assisted with conducting interviews and provided mentorship for new hires, reducing injury occurrence by 6%
- Ensured staff followed all sanitation and safety policies, posting hand-washing, and dish cleaning protocols throughout the kitchen, resulting in a 98% on 2 2018 health inspections
- Applied for, renewed, and ensured compliance with 6+ licenses
- Maintained weekend and holiday availability, guaranteeing 0 understaffed nights
- Supervised employees with respect, increasing staff loyalty and reducing turnover by 16%

### EDUCATION

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#### **Upper Saint Clair High School** - High school diploma

2006 - 2010

Pittsburgh, PA

### SKILLS

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Detail-oriented; Payroll; Problem-solving; Collaboration; Leadership; Sales