

# OLIVIA CAMPOS

## Restaurant Assistant Manager

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📍 Pittsburgh, PA

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## WORK EXPERIENCE

### Restaurant Assistant Manager

#### Katie O's Restaurant

📅 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

### Restaurant Assistant Manager

#### Chili's Grill & Bar

📅 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%

### Chef

#### Malinche Mexican Restaurant

📅 2010 - 2012 📍 Pittsburgh, PA

- Supervised team, training prep cooks to exacting, precise standards, increasing food reliability and repeat diners by 5%
- Managed food and personal safety policies, resulting in a 100% on 3 health inspections and 0 staff scalds, burns, or cuts

## EDUCATION

High school diploma

#### Upper Saint Clair High School

📅 2006 - 2010

📍 Pittsburgh, PA

## SKILLS

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