

Danielle Oyewo

Restaurant General Manager

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Houston, TX

[LinkedIn](#)

WORK EXPERIENCE

Dunkin Donuts - Restaurant General Manager

2014 - current

Houston, TX

- Managed job recruiting, hiring, and training process, ***boosting onboarding efficiency and saving the restaurant \$1,000 per month***
- Upgraded scheduling software from Sling to 7Shifts, increasing ease of use and eliminating 98% of understaffing issues
- Delegated 12+ employee work schedules and tasks, providing feedback and constructive criticism as needed
- Generated restaurant target sales figures, analyzing weekly data to make improvements, resulting in annual sales 11% above targets

Red Lobster - Restaurant Manager

2010 - 2014

Houston, TX

- Greeted customers, providing friendly, welcoming customer service, and receiving 100% positive reviews on customer comment cards
- Utilized customer comment cards to improve the dining experience, resulting in a ***9% increase in customer satisfaction***
- Monitored Google, Facebook, and Yelp reviews, responding to customer complaints and providing free vouchers to dissatisfied diners, encouraging 3+ negative reviewers to change reviews

Lontelli's Bar & Grill - Server

2008 - 2010

Houston, TX

- Maintained a welcoming environment, making diners feel comfortable, and ***receiving Employee of the Year award in 2009***
- Advised new servers on customer service skills and up-selling strategies, driving up annual sales by 11%
- Outsold sales targets by 8% through recommendations of high-margin menu items, such as appetizers and drinks

EDUCATION

Texas A&M University - Bachelor of Science, Business Administration

2004 - 2008

College Station, TX

SKILLS

Management; Customer Service; Organized; Patient; Scheduling