

Joseph Miracle

Entry Level/Business Management

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A passionate and goal driven student with experience in management, customer service, operations in the food industry. Recently, enrolled in courses to obtain an Associates Degree in Business Management with the goal to achieve a Bachelors Degree. Possess the ability to adapt quickly, communicate effectively and work successfully in team environment to achieve a common goal.

WORK EXPERIENCE

Assistant Manager

Pizza Hut - Dayton, OH - April 2013 to Present

- Obtained "ServSafe" certification.
- Performed all opening and closing procedures of store.
- Conducted weekly and monthly audits to ensure the store was meeting all Company standards.
- Assisted with payroll efforts by checking employee hours and submitted payroll in a timely and accurate manner.
- Ensured all new associates were trained properly and retained information in order to perform their job to the highest performance.
- Received "Heart of the Hut" for having the most customers call in with positive reviews of service and dining experience for the month.
- Promoted Company's weekly specials by providing detailed information to customers regarding all specials.

Lab Tech

Dermpath Lab of Central States - Centerville, OH - August 2011 to April 2013

- Processed and prepared all specimen slides to allow for accurate readings for the doctors.
- Collected patient information from orders and accurately entered data into patient database.
- Maintained all truck orders by organizing product, ensuring all chemicals were safely stored and inventory levels were accurate.
- Assisted with facility maintenance by changing light bulbs, moving supplies, renovation efforts and keeping work areas clean.

Assistant Manager

Taco Bell - Miamisburg, OH - January 2009 to August 2011

- Maintained inventory by initiating product order when stock was low and performed daily counts of product.
- Scheduled employee's shifts to optimize store performance.
- Effectively communicated all disciplinary actions to employees according to Company Policy.
- Enforced all procedures, processes and polices to ensure employees safety while providing customers with the ultimate dining experience.
- Supported another site Store Manager with improving store performance, quality and customer service for two months. Helped improve their score from 62% to 94%.
- Trained all new crew members and shift managers on correct policies and procedures.

Crew Member

Taco Bell - May 2006 to January 2009

- Engaged in behaviors that were in line with the Company's customer service and up-selling program, thus providing all customers with an outstanding dining experience.
 - Participated and recognized in the Company's "CHAMPS" Program four times while being employed
 - Operated the register and drive thru window to ensure order accuracy and customer satisfaction.
 - Prepared orders in timely manner and customized to customers' needs.
 - Assisted with unloading merchandise and organized new product according to the Company's procedures.
- Example: FIFO Standard.

EDUCATION

Pursuing Associates of Science in Business Administration

Sinclair Community College - Dayton, OH

2014 to 2016