

# Angela Ruiz

**Shift Manager/crew member / prep cook**

Saint Paul, MN 55104

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Enthusiastic, motivated, and eager to utilize my Managerial skills and abilities with a passion for Customer Service, in order to contribute to the customers' satisfaction, and employer's success

Authorized to work in the US for any employer

## WORK EXPERIENCE

### **Prep cook, dining services**

Aramark u of m - Saint Paul, MN - May 2016 to Present

### **Crew Trainer**

Taco Bell - United States - August 2016 to March 2017

train new crew members on cash register operations food preparation drive-thru services stocking products food safety and sanitation of work areas and awesome customer service skills

### **Team Member**

SUBWAY SANDWICHES AND SALAD - Saint Paul, MN - January 2014 to July 2015

#### Responsibilities

Stock food preparation, bread baking, assembled sandwiches for customers, cashier, dishwashing

#### Accomplishments

excellent customer service and food preparation

#### Skills Used

leadership, excellent customer service, food safety procedures

### **Team Member**

Phams deli - Saint Paul, MN - February 2015 to June 2015

#### Responsibilities

cashier, food prep, in charge of inventory on a daily basis, preparing customers orders dishes, food safety

#### Accomplishments

excellent customer service, fast and efficient service,

#### Skills Used

fast and efficient service, practice food safety on a daily basis,

### **Team Member**

prime burgers and wings - Saint Paul, MN - February 2015 to April 2015

#### Responsibilities

preparation of all foods for the day, cut lettuce, tomatoes prepare burgers for the day

#### Accomplishments

fast food service, excellent hamburgers and wings, awesome customer service, food safety

#### Skills Used

fast and efficient service, hot and tasty food, excellent communication skills, and excellent customer service

#### **Supervisor/Manager**

Subway Restaurant - Saint Paul, MN - October 2004 to July 2007

#### **Cashier/Cook**

Joey's Seafood - Roseville, MN - November 2003 to April 2004

#### **Cashier/Cook**

White Castle - Bloomington, MN - September 2002 to March 2003

#### EDUCATION

Roosevelt Senior High - Minneapolis, MN

#### **Graphic Arts**

Minneapolis Community College - Minneapolis, MN

#### ADDITIONAL INFORMATION

#### HIGHLIGHTS OF QUALIFICATIONS

- ◆ Over 10 years of experience in the Food Management Industry
- ◆ 3 years experience in management with same company
- ◆ Impeccable Customer Service with extensive experience implementing company policy and procedures
- ◆ Highly effective and diplomatic trainer and manager
- ◆ Excellent communication skills; able to put people at ease
- ◆ Experienced in interpersonal relations, communicating with diverse cultural groups
- ◆ Effectively handled customer complaints while maintaining a positive attitude and service level
- ◆ Ability to multitask and access multiple responsibilities simultaneously
- ◆ Strong aptitude for problem solving, and Time/Task management skills with the ability to meet deadlines
- ◆ Team work oriented and commitment to quality, excellence and detail