

DARA SANCHEZ

CONTACT

 Denver, Colorado 80204

 7206713236

 darasanchez1027@gmail.com

SKILLS

- Inventory Management
- Time Management
- Operations Management
- Leadership Development
- Staff Training and Development
- Problem Solving
- Team Building
- Sales Strategy

LANGUAGES

- **Spanish**
Fluent

PROFESSIONAL SUMMARY

Motivated professional with a commitment to top-tier performance. Strong leadership and motivational skills in addition to a focus on customer satisfaction. Maximize quality assurance through compliance with regulatory guidelines and training initiatives. Unwavering commitment to customer satisfaction, with the ability to build productive relationships, resolve complex issues, and win customer loyalty.

EXPERIENCE

Assistant General Manager, 08/2021 - Present **Kona Grill**

- Managed day-to-day operations, ensuring high levels of customer service and satisfaction.
- Recruited and hired associates to meet business needs and requirements.
- Developed, implemented and monitored operational policies and procedures to ensure efficient workflow.
- Conducted performance reviews for all direct reports; identified areas for improvement and provided feedback.
- Reviewed financial statements, sales reports, and other performance data to measure productivity.

General Manager, 02/2018 - 08/2019 **Tibu S.L.**

- Planned, coordinated and oversaw company events and promotions.
- Met safety and security standards by overseeing preventative maintenance and repairs.
- Provided clear direction and set priorities for accomplishing desired actions and results.

Assistant Manager, 10/2017 - 03/2019 **3 Tapas Beach Club**

- Trained new employees in product knowledge, customer service protocols, cash handling procedures, and safety regulations.
- Resolved customer complaints quickly and effectively while maintaining a high level of professionalism.
- Helped oversee the daily operations of the store, managing staff and inventory.

Server, 01/2016 - 10/2017 **Monkey Beach Club**

- Provided excellent customer service by anticipating needs and responding promptly to requests.
- Greeted and accommodated guests, building positive experience from first interaction.

- Demonstrated ability to interact with customers in a friendly and professional manner.

General Manager, 04/2015 - 12/2016

Bimba Club y Restaurante

- Built and maintained relationships with vendors and suppliers.
- Recruited team members to maintain adequate staffing levels.
- Provided coaching and mentoring support for employees at all levels of the organization.

EDUCATION

Completed coursework towards High School Diploma:
06/2002

Instituto Cabrera Pinto - San Crisotbal de la laguna, Canary Islands

REFERENCES

References available upon request