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## Destiney Beard

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Westminster, CO  
80030

### SUMMARY

Motivated Shift Leader enthusiastic about helping team members meet and exceed company targets with compassionate leadership. Talented trainer and operational problem-solver with front-line experience and collaborative nature. Resourceful in balancing customer, company and employee needs.

Dedicated Shift Leader promoting quality assurance, issue resolution and interpersonal communication skills. Bilingual and proficient at troubleshooting and supervising talented teams. Works to facilitate teams to develop action plans to address issues and presents solutions to management and key stakeholders.

People-oriented Shift Leader effective in successfully executing new initiatives.

Committed to creating workplace culture consistent with organization's mission and values. Continuously evaluates workplace for safety concerns and performs behavioral safety initiatives to goal levels.

### SKILLS

- Team supervision
- Client support
- Issue resolution
- Staff development
- Relationship building
- Organization
- People skills
- Friendly, positive attitude
- Working collaboratively
- Opening and closing procedures
- Issue and conflict resolution
- Customer service
- Project planning
- Reliable and trustworthy

### EXPERIENCE

#### Shift Leader

Westminster, CO

Dunkin' Donuts/ Oct 2020 to Current

- Developed open and professional relationships with team members, enabling better, more effective customer service.
- Transformed work area by increasing production, reducing turnover, eliminating waste and enhancing quality.
- Enforced compliance with housekeeping, safety and sanitary requirements to protect team members and customers.
- Set up, adjusted and maintained machines to operate at peak levels and meet challenging demands.
- Positioned skilled staff in key areas throughout shift to optimize department productivity.
- Coordinated daily shift changes to facilitate tasks and handle special needs or requests.
- Managed schedules, accepted time off requests and found coverage for shifts.
- Kept areas clean, neat and inspection-ready at all times to comply with product guidelines.
- Upheld company standards and compliance requirements for operations and

cleanliness of all areas.

- Delegated tasks to employees and monitored activities and task completion.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Assisted with performance reviews to identify areas of improvement.
- Enhanced operations and boosted efficiency through employee training, coaching and creating work schedules and assignments.

### **Sales Associate**

Westminster, CO

Walmart/ Mar 2018 to Dec 2019

- Retained product, service and company policy knowledge to serve as resource for both coworkers and customers.
- Kept apprised of emerging trends and provided informative customer service to assist in product selection.
- Arranged new merchandise with signage and appealing displays to encourage customer sales and move overstock items.
- Answered incoming telephone calls to provide information about products, services, store hours, policies and promotions.
- Sold various products by explaining unique features and educating customers on proper application.
- Negotiated and closed deals with minimal oversight.
- Trained all new sales employees on effective sales, service and operational strategies to maximize team performance.
- Offered product and service consultations and employed upselling techniques.
- Coached team members on security risks and loss prevention to aid in mitigating store theft.
- Built and maintained effective relationships with peers and upper management to drive team success toward common sales, service and operational goals.
- Unboxed new merchandise and restocked shelves in appealing and organized arrangements to promote items.
- Stocked shelves and supplies and organized displays to focus customer attention on specific items.
- Readied merchandise for sales floor by marking items with identifying codes and accurate pricing.
- Observed customer behaviors to identify security threats and escalate concerns to supervisors.
- Performed floor moves, merchandising, display maintenance and housekeeping to keep sales areas well-stocked, organized and current.

### **Fast Food Team Member**

Westminster, CO

Chick Fil A Flatirans/ May 2017 to Dec 2019

- Maximized customer satisfaction by quickly addressing and resolving complaints with food or service.
- Recorded customer orders and communicated clearly to confirm each order.

- Mastered point-of-service (POS) computer system for automated order taking.
- Verified orders and bagged items for easy transport.
- Kept customer and food preparation areas clean and well-organized for maximum efficiency.
- Carefully maintained proper sanitation, health and safety standards in all work areas by applying industry best practices and company requirements.
- Completed opening, closing and shift change tasks to promote store efficiency.
- Suggested additional menu items, beverages and desserts to increase sales.
- Completed side work tasks, including restocking condiments and cleaning refrigerators.
- Accepted transaction payments, making change for cash payments and processing credit cards, debit cards and gift cards.
- Answered customer questions regarding food preparation, responding to concerns regarding potential allergens.
- Organized food items on serving trays and in carry-out packages.
- Built brand loyalty and accomplished customer satisfaction by working well with other food service team members.
- Monitored and counted food stock and supplies to reorder on time.
- Correctly received orders, processed payments and responded appropriately to guest concerns.
- Effectively worked with teammates and openly invited coaching from management team.
- Maintained neat, well-groomed appearance including impeccable personal hygiene, hair restraint and minimal jewelry to meet company standards.
- Packaged menu items into bags or trays and placed drink orders into carriers for easy transport.
- Cleaned food preparation areas, cooking surfaces and utensils.
- Prepared and served beverages such as coffee, tea and fountain drinks, assuring freshness and availability.
- Followed all company safety standards, including food quality and sanitation procedures.
- Safely prepared, assembled and presented food to satisfy customers and fill orders.
- Portioned and packaged take-out foods for customers.
- Quickly and efficiently processed payments and made accurate change.
- Prepared items according to written or verbal orders, working on several different orders simultaneously.
- Entered requested menu items into POS terminal, modifying with substitutions and add-ons to customize orders.
- Reviewed contents on food trays to check receiving complete order.

## **EDUCATION AND TRAINING**

High School Diploma

Pathways Colorado May 2017

Northglenn, CO