

Chassidy Jackson

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Qualifications Summary

Skilled and highly motivated professional with extensive background coordinating, planning and supporting daily operational and administrative functions for executive and managerial staff

- Strong experience providing excellent comprehensive support for executive-level staff
- Demonstrated ability to lead and manage a team of professionals with attention to organization and customer service in a demanding environment
- Adept at developing and maintaining administrative processes to improve efficiency and accuracy
- Proven success in managing a variety of assignments simultaneously while maintaining strict attention to detail

Professional Experience

Thompson Hospitality Corporation - Reston, VA

Aug 2011-Present

Service Manager

Oversee daily operations and provide high-level administrative support to General Manager of American Tap Room, a restaurant with more than \$4.2 million in annual revenue

Serve as liaison between associates, general managers, and vice presidents of the company for all information regarding the daily operations of the establishment. Print and distribute daily operations agenda. Prepare facility for associates and guest to arrive. Organize schedules for general operations manager and executive chef for local and charity events. Complete invoice and distribute to corporation-level financial analyst. Provide updates to projected budget sheets. Monitor and document attendance of all associates. Develop motivational reward programs. Maintain inventory of office supplies. Expense and record invoices for large vendors.

Thompson Hospitality Corporation - Reston, VA

April 2011-Aug 2011

Assistant General Manager

Provide administrative and logistical support to General Manager for Be Right Burger, a newly innovative restaurant

Coordinate administrative and logistical tasks associated with the day to day operations of the General Manager. Schedule and coordinate internal meetings agendas for site staff and managers. Develop schedules for 25 member staff including managers. Collaborate with marketing directors to develop marketing materials and website content for new advertising concepts. Schedule interviews, distribute training information and generate training matrices for new hires. File, scan and report all financial invoices on site.

Thompson Hospitality Corporation - Chevy Chase, MD

Jan 2011-April 2011

Manager In-Training

Assistant to two General Managers and involved in customer service/ hiring needs

Provide administrative support to executive staff including print, copy, fax and file company documents. Organize mail and email from vendors. File account invoices and submit review of client finance information. Document company expense reports. Develop spreadsheets to monitor associate performance. Oversee confidential personnel files regarding compensation and termination information. Maintain schedules for site staff. Coordinate deliveries for several different affiliate sites.

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Thompson Hospitality Corporation – Petersburg, VA

Aug 2009 – Jan 2010

Contract Service Intern

Assistant to Resident District Manager for Dining Services at Virginia State University

Answer phone calls and provide information regarding events and services. Schedules meetings with the District Manager and the university administration staff. Organize and plan employee events. Order merchandise for special events with administrative credit card. Serve as customer service liaison at company events. Research and distribute advertising for all onsite special events.

Thompson Hospitality Corporation – Reston, VA

May 2009 – Aug 2009

Corporate Intern

Assistant to the director with excel spreadsheets and competitor graphs. Subordinate to Merchandise Buyer for minute meetings and store design.

Schedule meetings with corporate sponsors and clientele. Formulate agenda for district manager meeting of 11 regional sites. Compile contact information and task list for executive staff. Prepare meeting minutes. Email regional sites merchandising information and recipe bill cards. Develop waste count spreadsheets to assist in reduction of company expenses. Input and update new product information in the company's Micros POS system.

Aramark Incorporated – Lansdowne, VA

May 2009 – August 2009

National Conference Center Intern

Assistant to the EEO/AA Director

Review and file audits for the director to assess. Organize monthly audits, set aside outstanding information and detail all issues concerning the audit. Coordinate several formal banquets. Print all menus for the banquets. Distribute invitations and confirmation contracts. Develop orientation booklets for military events. Arrange the display table with pens, booklets, sign-up sheets, and agendas for charity events.

Educational Background _____

Virginia State University, Petersburg, Virginia
Bachelor of Science in Hospitality Management, Cum Laude
Minor in Mass Communication

References _____

Available upon request