

# Jessie Burgess

Eaton, CO 80615  
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A position in the area of Customer Relations. Past experience covers a wide range of responsibilities in hospitality, sales, and food service industries.

## Work Experience

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### **Political Surveyor/ Sales**

Greeley, CO  
2016 to Present

Enthusiastically represented the company by professionally greeting customers. Advised customers on the location, selection, price, and use of goods available from the company, with the aim of encouraging them to buy and to return to buy in the future. Developed good rapport with clients. Trained newly hired sales representatives to facilitate, negotiate and deliver creative sales tactics and strategies.

### **Restaurant General Manager**

Taco Bell/ KFC - Eaton, CO  
2016 to 2016

2016

Resolved numerous business functions on a day-to-day basis; including customer inquiries, information requests, invoicing, and stock control. Monitored employee performance, making recommendations for skill development, additional responsibility, promotion, or dismissal. Competent using software including: Windows, Word, PowerPoint, E-mail, and the Internet. Well-developed management skills. Utilize all assets and resources available, maximizing employee productivity and performance to achieve corporate goals and objectives

### **Restaurant General Manager**

Burger King, Longmont Colorado - Longmont, CO  
2012 to 2016

Directed daily operation in areas of customer relations, food and labor costs, safety, sanitation, product preparation, and recruitment and training of staff. Acquired a strong knowledge of basic kitchen and restaurant management, such as supervision, discipline, scheduling, training, accounting, and marketing.

### **Housekeeping/ Public Space**

Embassy Suites Hotel - Loveland, CO  
2015 to 2015

2015

Demonstrated ability to meet the needs of patrons, dependable, hard working, reliable, and punctual. Showed continual progression in my ability to meet the sanitary likes of patrons, and the employer. Simultaneously managed multiple job responsibilities. Demonstrated ability to troubleshoot creatively,

solve problems effectively, and make informed decisions while successfully guiding others through constant change.

### **Swing Manager**

McDonalds, Eaton Colorado - Eaton, CO  
2009 to 2012

Assisted General Manager with all restaurant operations, including customer service, waitstaff and kitchen supervision, ensuring food and beverage quality, opening / closing, scheduling, and overall management.

### Education

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#### **A.A.S. in Criminal Justice**

AIMS Community College - Greeley, CO  
2009

### Additional Information

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- A high-energy, enthusiastic and dependable individual who excels in challenging and competitive environments.
- Cheerful and helpful with customers and colleagues.
- Personable but firm professional with a good sense of humor and a strong sense of commitment toward success.
- Follow-through. Good at getting things done. Adept at finding ways to expedite processes.
- Talented and determined individual who achieves results.