

Steven Dillard

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Authorized to work in the US for any employer

Work Experience

Team Member (Manager in Training)

Burger King - Fort Collins, CO

2019 to 2020

Trained workers in food preparation, service, sanitation, safety and operating procedures.

- ❖ Resolved customer complaints regarding food service.
- ❖ Supervised and evaluated workers and work procedures in order to ensure quality standards and service.
- ❖ Balanced cash registers, computer system and handled paperwork at the end of the day or shift.
- ❖ Served customers with consistent quality in a variety of shifts.

General Laborer

AF Contractors - Colorado Springs, CO

2017 to 2017

Measuring, cutting, and hanging of drywall.

- ❖ Job-site clean-up.
- ❖ Installation of insulation.
- ❖ Fork-Lift operation for trash removal.

Shift Leader

Carl's Jr - Colorado Springs, CO

2015 to 2016

Place orders for customers via drive-thru or dine in.

- ❖ Food preparation, ensuring all products are fresh and dated, and rotating stock accordingly.
- ❖ Money accounting, such as making cash deposits, keeping accountability of the safe totals, and counting drawers after each shift.
- ❖ Product management, for example keeping account of food waste, placing orders to ensure product quantity does not deplete, monitoring employees to ensure that correct proportions are used with each order.
- ❖ Monitoring employees work for completion and quality.

Pizza Maker

Pizza Ranch - Manhattan, KS

2014 to 2014

Inspect and clean food preparation areas, such as equipment and work surfaces, or serving areas to ensure safe and sanitary food-handling practices.

- ❖ Ensure food is stored and cooked at correct temperature by regulating temperature of ovens, broilers, grills, and roasters.
- ❖ Ensure freshness of food and ingredients by checking for quality, keeping track of old and new items, and rotating stock.
- ❖ Turn or stir foods to ensure even cooking. Season and cook food according to recipes or personal judgment and experience.
- ❖ Bake, roast, broil, and steam meats, fish, vegetables, and other foods.
- ❖ Weigh, measure, and mix ingredients according to recipes or personal judgment, using various kitchen utensils and equipment.

Customer Service Reprehensive

XEROX - Colorado Springs, CO

2013 to 2014

Confer with customers by telephone or in person to provide information about products or services, take or enter orders, cancel accounts, or obtain details of complaints.

- ❖ Check to ensure that appropriate changes were made to resolve customers' problems.
- ❖ Keep records of customer interactions or transactions, recording details of inquiries, complaints, or comments, as well as actions taken.
- ❖ Resolve customers' service or billing complaints by performing activities such as exchanging merchandise, refunding money, or adjusting bills.
- ❖ Complete contract forms, prepare change of address records, or issue service discontinuance orders, using computers.
- ❖ Refer unresolved customer grievances to designated departments for further investigation.
- ❖ Determine charges for services requested, collect deposits or payments, or arrange for billing.
- ❖ Contact customers to respond to inquiries or to notify them of claim investigation results or any planned adjustments.

Solicit Sales

Simos Insourcing Solutions - Chesapeake, VA

2012 to 2013

Loader/Unloader

- ❖ Receive and count stock items, and record data manually or using computer.
- ❖ Pack and unpack items to be stocked on shelves in stockrooms, warehouses, or storage yards.
- ❖ Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors.
- ❖ Store items in an orderly and accessible manner in warehouses, tool rooms, supply rooms, or other areas.
- ❖ Mark stock items using identification tags, stamps, electric marking tools, or other labeling equipment.
- ❖ Clean and maintain supplies, tools, equipment, and storage areas to ensure compliance with safety regulations.
- ❖ Determine proper storage methods, identification, and stock location based on turnover, environmental factors, and physical capabilities of facilities.
- ❖ Keep records on the use or damage of stock or stock-handling equipment.
- ❖ Examine and inspect stock items for wear or defects, reporting any damage to supervisors.
- ❖ Provide assistance or direction to other stockroom, warehouse, or storage yard workers.

Education

High school diploma