

# Christopher A. Rains

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## Professional Profile

Extensive customer service experience was followed by successful management positions where I learned to develop and lead successful service industry teams.

- Excellent communications skills
- Adaptable contributor in any environment
- Excellent interpersonal relationships
- Quick study able to grasp company philosophy and produce results
- Detail-oriented
- Loyal and flexible work ethic

## Professional Accomplishments

### Management Ability

- Completed McDonald's University to achieve General Manager Position.
- Managed highest volume McDonald's West of the Mississippi.
- Managed highest volume Good Times store and region.
- Effectively assessed employee comprehension to provide appropriate, results-oriented, successful guidance.
- Mentored more than 10 employees who also achieved General Manager Positions.

### Interpersonal Communications Skills

- Results achieved led to continuous promotions from phone banker through supervisor.
- Consistently achieved superior Q/A ratings.
- Lead team with highest sales referrals and best schedule conformance.
- Communicated and assured compliance with current policies and procedures.
- Regularly received un-solicited customer compliments and gratitude.
- Enjoyed positive relationships with employees which contributed to a 50% reduction in turnover.

### Loyal, Ethical, Effective Value-added Contributor

- Detail oriented—rare discrepancies while handling funds exceeding \$0.5M daily.
- Consistently achieved highest "secret shopper" ratings ever for one employer.
- Complete follow-through assured corporate administrative tasks (e.g. payroll, scheduling, orders, etc.) were always completed accurately and on-time.

## Work History

<b>Outlet Manager</b>	Goodwill Industries	10/16 - 04/19
<b>Shift Manager</b>	Taco Bell Shift Manager	08/14 - 10/16
<b>Customer Rep</b>	T Mobile Customer Service Rep	12/13 - 08/14
<b>Family Care</b>	Full time care giver for my Mother	10/09 - 11/13
<b>Ride Operator</b>	Lakeside Amusement Park	5/09 – 8/09
<b>Assistant Manager</b>	Palo Alto, Inc. Denver, CO (YUM Brands—KFC, Taco Bell, Pizza Hut)	5/06 – 11/09
<b>Phone Banker through Lead Teller</b>	Wells Fargo Bank, Denver, CO	3/01 – 5/05
<b>Bus Operator</b>	RTD, Denver, CO	9/00 – 1/01
<b>General and Regional Manager</b>	Good Times Restaurants	4/96 – 7/00
<b>Crew through General Manager</b>	McDonald's Restaurants	4/86 – 3/96

## Education

<b>Diploma</b>	Northglenn Sr. High, Northglenn, CO	1988
<b>General Manager</b>	McDonald's University	1995
<b>AS Computer Science</b>	Front Range Community College	1989 (not completed)
<b>PathWise Leadership</b>	Mountain States	1998
<b>Interaction Mgmt.</b>	Development Dimensions Int'l.	1999

## References

- Provided upon request.