

## Professional Experience

- Focused, adaptable and gracious hospitality industry veteran with fifteen years of practical experience in formal fine dining and corporate hospitality. General Manager, Maître, Banquet Manager, Captain, Bartender, Server. Proficient in all stations front and back of the house.
- Founder- Twelve years proprietary experience as Director of Operations at Harvard College and Massachusetts Institute of Technology's Arrow Street Crepes. Campus Dining Services Executive Chef sub-contractor of multi-platform operations. Meals plan provider at Harvard and MIT Universities..
- Consultant- Restaurant Development completed projects; Canteen-Cambridge MA, Fat Taco's- San Francisco CA, Nosh-Berkeley CA, Bravo Beach Hotel-Vieques Puerto Rico, La Creperie-Newton MA.
- Guest Star Appearance- Fine living Network Season#1 *"We Live Here/Boston"* 2006 television program featuring my Harvard Square restaurant *Arrow Street Crepes*.

## Work History

**Waiter/Bartender- Waiheke Island Yacht Club, San Francisco, CA** June 2013 to present

- Maintains proficient knowledge of current bar trends, cocktail recipe composition, ingredients and preparation. Working knowledge of viniculture, wine service standards and foreign/domestic vintners, beers, classic cocktails. TIPS trained/certified.
- Work closely with all staff members to foster and deliver an excellent guest experience at this New Zealand "pop-up" fine dining venue. Provide consistent and reliable assistance in all aspects of shift management.

**Kitchen Manager- Canteen, Cambridge, MA** May 2009 to September 2012

- Responsible for operations and crew of twelve staff members in production of three meal periods 8am to 9pm daily. Full service- breakfast lunch & dinner restaurant, special event and corporate hospitality catering. Additionally ensured consistent high quality food preparation, presentation, cooking, safe handling, product ordering, receiving, inventory management. Additional duties included payroll, accounting, scheduling. Responsible for complete shop and equipment maintenance.
- Developed and participated in social media marketing sales programs, consistently maintained 4\* and 3.5\* Yelp rating, generated positive professional and critical reviews consistently. Incorporated environmentally friendly practices and LEED Certification applicant incorporating green initiatives as promoted by The National Restaurant Association.

**Head Waiter- Bokx 109 Steak House, Indigo Hotel, Newton, MA** May 2008 to December 2009

- New store launch of premium steak house within boutique "Indigo Hotel". A performance dining restaurant project by former Hard Rock executive. Fine dining server. Exceptional provisions, organic produce, prime & Kobe beef, world class wine list, private function rooms, pool bar and lounge.
- Very good working knowledge of fine dining elements and service standards. Provider of excellent customer service.

**Director of Operations- Arrow Street Crepes, Harvard & MIT October1998 to January 2012**

- Harvard University 1998-2010 **and** Massachusetts Institute of Technology 2000-2004. Creator of university centric Creperie franchise bringing the ingredients from fine dining to fast food.
- Successful launch and development of niche restaurant concept. Daily operational duties include Costing, budgeting, menu planning, building maintenance, staff training, business management, executive decision making in shared co-founder role. Managed 40 employee crew serving 1000 meals daily across three platforms.
- Campus dining sub-contractor providing the Harvard University, Massachusetts Institute of Technology and city of Cambridge dining community with a healthy "quick serve" niche dining destination. Featuring over 50 delicious sweet and savory crepes, artisan sandwiches, gourmet entrée salads, fresh scratch soups, full breakfast, lunch including a weekly revolving 3 course prix fix dinner menu. Managed multiple venues on two college campuses specializing in high volume sales. Café, corporate/campus catering and food truck operations. Familiarity with HAACP controls and all necessary city, state and regional licensing/permitting issues. Experience with facilities management and union trades application; (plumbing, electrical, carpentry and IT) in build out and maintenance of MIT Stratton Student Center location.

**Head Waiter- Moose's Restaurant, San Francisco, CA October 1992 to April 1998**

- Opening staff for famed San Franciscan Restaurateur and Publican "Ed Moose's" trend setting North Beach dining destination. Emphasis placed on refined California cuisine with attention placed on traditional hospitality service standards. Featuring an extensive contemporary wine list, full cocktail lounge and The Eden Room's private banquet facility - this 250 seat restaurant was firmly established as a staple of the city's fine dining scene. Bartender & Server roles.

**Software Skills**

Microsoft Office, Adobe Photoshop, Microsoft Windows, multiple POS platforms, Breadcrumbs.

**Certification Skills**

California Food Handlers Card: ID 2013-833390. Alcohol Training: TIPS Certified: ID 3465383

**Education\***

Business Administration/Hospitality Management - San Francisco State University 1995

**Membership**

National Restaurant Association member 2000-2013