

## STEVEN EISERLE

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### HIGHLIGHTS OF QUALIFICATIONS:

- 10 years of experience demonstrating sales mentality, operational excellence, a passion for customer service, screening, hiring and training staff, preparing budgets and cost-control procedures, modeling and reinforcing hospitality and service expectations for company guests for productivity and sales averaging \$150K per month, based on the shipping and receiving of approximately \$70,000 to \$100,000 of weekly inventory.
- Developed custom IT installations (Eiserle & Sons Man-Cave Services) and interactive video gaming website utilizing access through Wordpress security blog for child-parent enjoyment or family to family enjoyment ([www.familiesgaming.com](http://www.familiesgaming.com))
- Major strengths include strong leadership, excellent communication skills, competence, team player, dutiful respect for code Labor and environmental code compliance

### EDUCATION:

Heald College - San Francisco, CA

April 2001

**Associate in Applied Science Degree in Computer Technology**

### WORK EXPERIENCE:

Eiserle & Son Man-Cave Services, San Bruno, CA

January 2010 - Present

#### Owner/Operator

- Developed custom IT installations and previously had a interactive video gaming website utilizing access through Wordpress security blog for child-parent enjoyment or family to family enjoyment throughout the Bay Area.
- Planned, implemented, interconnected and maintained numerous computer networks (wired and wireless routers), entertainment systems (home audio, HDMI and USB devices), PC computer upgrades with network devices and IP phone systems, together with their power needs.
- Customer installations for clients who wanted, for instance, three screens plus a wall projector, two PC's and a gaming unit (in his case Xbox) to function as a larger-than-life entertainment center.

Chuck E. Cheese, Redwood City, CA

April 2006 - April 2011

#### Assistant manager

- Positioning employees and ensuring all employees followed and adhered to established company standards, policies and procedures and all federal, state and/or provincial wage and hour laws; applicant screening, interviewing and providing feedback and hiring recommendations to General Manager.
- Training staff by coaching, supporting, motivating, redirecting, establishing goals and by example.
- Prepared weekly budgets and audits for General Manager; displayed excellent judgment with financial accounting, inventory levels and labor management.
- Facilitated the development and implementation of systems to ensure maximization of fundraisers, group packages and birthday events by assigning appropriate personnel and follow up evaluation surveys and results; assisted cold-calling sales.
- Conducting employee performance evaluations on a quarterly basis; documenting employee performance issues and implementing disciplinary procedures.
- Resolved guest problems or complaints by determining optimal solutions in crisis and non-crisis scenarios.
- Responsible for daily preventive maintenance calendar for company premises and equipment.
- Received deliveries and adhered to all security procedures for protection of daily inventory and cash assets.
- Implementing cost control procedures for food usage, ordering, inventory, and waste management of products.

Home Depot, Daly City, CA

December 2005 - March 2006

#### Night Shift Manager

- Management of staff responsible for the shipping and receiving of approximately \$70,000 to \$100,000 of weekly inventory.
- Experience as a knowledgeable and effective supervisor with emphasis on building working relationships with personnel.
- Defined and developed training programs for staff members. Established cohesive relationships with sales staff.
- Fork-lift, Cherry Picker and Standard Fork-lift Pallet Jack Driver.
- Warehouse shipping and receiving Manager.

Safeway, San Francisco, CA

September 2001 - December 2005

#### Assistant Manager

- Maintained company policy in regards to personnel development and training.
- Responsible for the coordination; tracking and documentation of inventory level to support supply and demand requirements.
- Trained staff in customer service, management and team building.
- OSHA Certified Fork-lift Training and part-time Safeway.com driver for home delivery.