

# ROSARIO CEDILLO

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## Professional Summary

Outgoing Floor Supervisor familiar with cash and food handling procedures. Possesses strong communication and time management skills.

## Skills

- Customer-oriented
- Point of Sale (POS) system operation
- Quick learner
- Friendly and helpful
- Fluent in Spanish
- Skilled upseller
- Organized multi-tasker
- Leadership experience

## Work History

### **FLOOR SUPERVISOR/DEPARTMENT MANAGER TRAINEE**

05/2007 to Current

#### **McDONALD'S USA – SAN JOSE, CA**

- Operated the drive-through window and sales register quickly and efficiently.
- Maintained high standards of customer service during high-volume, fast-paced operations.
- Built loyal clientele through friendly interactions and consistent appreciation.
- Cross-trained and coordinated scheduling with team members to ensure seamless service.
- Followed food safety procedures according to company policies and health and sanitation regulations.
- Strictly followed all cash, security, inventory and labor policies and procedures.
- Managed employee benefits program
- Increased profits
- Created market and customer-specific marketing solutions for managed brands.
- Planned the corporate annual summer and holiday events
- Drive departmental performance and achievement of service levels through operational reviews, structured coaching and managing to achieve targets
- Demonstrated integrity and honesty while interacting with guests, team members and managers.

#### **CORE CSR**

07/2006 to 02/2008

#### **PAC PIZZA – SAN JOSE, CA**

02/2005 to 03/2006

#### **CREW**

#### **McDONALD'S USA – SAN JOSE, CA**

#### **MANAGER TRAINEE**

00/00-1 to 00/00-1

#### **McDONALD'S USA – SAN JOSE, CA**

## Education

### **High School Diploma:**

2004

#### **WILLOW GLEN HIGH SCHOOL - SAN JOSE, CA**

## Accomplishments

- Efficiently served more than 200 satisfied customers during an average shift.
- Organized Fundraising to help schools