

Deangelo Williams
882 1/2 Mead Avenue
Oakland, CA 94607
(510) 395-5134

EMPLOYMENT OBJECTIVE

I am prepared for employment within your organization as a Maitre'd and can utilize my training and experience to achieve both our objectives for growth and advancement.

EMPLOYMENT HISTORY

1998-2001 NEPTUNE'S PALACE, San Francisco, California

Maitre'd: Answered incoming reservation calls, booked banquets, dinner parties and other special events, greeted guests and seated in appropriate dining areas for meals while always providing professional and courteous customer service.

1997-1998 BAY VIEW CAFE, San Francisco, California

Maitre'd: Answered incoming reservation calls, booked banquets, dinner parties and other special events, greeted guests and seated in appropriate dining areas for meals while always providing professional and courteous customer service.

1996-1997 DANTE'S ITALIAN SEAFOOD, San Francisco, California

Maitre'd: Answered incoming reservation calls, booked banquets, dinner parties and other special events, greeted guests and seated in appropriate dining areas for meals while always providing professional and courteous customer service.

EDUCATION AND TRAINING

ROBERT E. BURTON ADULT SCHOOL, Tamal, CA

90-hour training seminar: Life Skills Management. Earned Certificate of Completion.

BARCLEY BUSINESS COLLEGE, Sacramento, CA

Business Management. Earned Certificate

ASIAN NEIGHBORHOOD DESIGN, San Francisco, CA

Custom Cabinet Design. Earned Certificate

SANTA TERRISA HIGH SCHOOL, San Jose, CA

General Education. Earned High School Diploma

SPECIAL SKILLS AND ATTRIBUTES

- OUTGOING PERSONALITY
- STRONG INTERPERSONAL SKILLS
- LEADERSHIP ABILITY
- GOOD COMMUNICATION SKILLS WITH OTHER EMPLOYEES AND CUSTOMERS
- EFFICIENT AT OPERATION OF CASH REGISTER
- QUICK LEARNER, DEPENDABLE; FOLLOW ORDERS WITHOUT QUESTION
- SINCERE, DEDICATED, MOTIVATED WORKER
- COMPUTER LITERATE (MS-DOS, WINDOWS, SPREADSHEETS, QUICK BOOKS, ETC.)
- EFFICIENT AT OPERATION OF MOST TRUCKS
- EFFICIENT AT OPERATION OF FORKLIFTS

REFERENCES

Available upon request.

DeAngelo Williams
1168 98th Avenue Apt#68
Oakland, CA, 94603
(510) 228-2419
deangelowilliams51@ymail.com

OBJECTIVE:

Professional looking for an employment opportunity in Retail Management.

Summary of Qualifications:

- Over eight years of Retail Management
- Skilled in upper management, and staff development.
- Good interaction with all levels of staff and customers.
- Excellent at providing professional and dependable leadership, especially in fast paced environments.
- Strong communication and organizational skills
- Demonstrated ability to produce results, complete multiple assignments simultaneously, meet deadlines, and achieve excellence
- Ability to approach demanding situations in a calm and empathetic manner.
- Strong work ethic and high energy; able to work overtime, holidays and weekends.

EMPLOYMENT HISTORY:

2009-2010/ Store Manager – Men's Suits – San Francisco, CA

2007-2009/ Store Manger – Cost plus – World Market – San Francisco, Ca

2005-2007/Clothing Department Manger – Sport Mart – San Francisco, CA

2002- 2005/Store Manger – First Step – San Francisco, CA

STORE MANAGER DUTIES:

- Supervising facilities by monitoring sales activities.
- Directed and supervised employees.
- Performed administrative duties by conducting, managing public relations and resolving customer complaints.
- Communicate with internal and external customers to resolve issues, questions and concerns swiftly.
- Proactively approach and retain optimum customer satisfaction and a positive working relationship.
- Record keeping of sales, purchases and requisitions.
- Performed work act ivies of workers if or when department is understaffed.
- Hired, trained and evaluated personnel.
- Promoted or terminated workers if necessary.
- Enforced safety, health and security rules.

EDUCATION:

Santa Teresa High School, San Jose, CA

Barclay Business College, Sacramento, CA



POSITION DESCRIPTION

DATE: 6/22/2012

JOB TITLE:	Retail Warehouse Supervisor	JOB CODE:	NAME
REPORTS TO (title):	Retail Manager		
DEPARTMENT:	Merchandise	RATE TYPE:	Hourly

POSITION SUMMARY:

Manage the allocated inventory of consigned merchandise to be sold before, during and after an event. Work within the Retail warehouse as well as supervise and oversee the retail stores, sales areas, and staff.

ESSENTIAL FUNCTIONS: The Retail Warehouse Supervisor performs as a liaison between employees, managers, guests, peers and clients while providing support to an assigned area within the component. A major focus of this position will entail scheduling, training and development of line level staff.

- Supervise, assist in hiring, training, developing, coaching, and disciplining the merchandise staff.
- Check in allocations of inventories received from road merchandise manager of consigned merchandise. Work within warehouse during events and non-event days.
- Schedule inventory check in/out staff for event as well as sales staff
- Settle with road merchandise manager regarding sales and hall split .
- Set sales locations and staffing levels for optimum sales of allocated inventories.
- Follow and implement client policies and requirements.
- Focus on efficiency of labor to sales without sacrifice of guest service.
- Adhere to company policy with regards to HACCP and work safe practices.
- Work as a leader of a team to accomplish high quality guest experience.
- Support other Departments during other events where consigned merchandise unavailable.
- Enforce Uniform and Appearance Standards, Wage & Hour requirements, and Conduct and Guest Service Standards.
- As directed, assist all managers with project support and applicable policies/procedures.
- Conduct event safety observations as scheduled.
- Participate in collective bargaining agreement grievances as required.
- Participate in client's monthly performance meetings and Performance Management Plan meetings.



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POSITION DESCRIPTION

Concessions Supervisor

REPORTS TO (title):	Concessions Director	Part Time	Event Based					
DEPARTMENT:	Concessions		RATE TYPE:	Hourly				
POSITION SUMMARY:								
The Concession Supervisor performs as a liaison between employees, managers, guests, peers and clients while providing supervisory support to an assigned area within the component.								
ESSENTIAL FUNCTIONS:								
General Functions:								
<ul style="list-style-type: none">• Oversight of Concession and condiment stands, snack and bar portables, pantry and seating areas• Reviews inventory and ensures accurate counts before, during and after an event• Responsible for ensuring all policies and alcohol-related procedures are in place and standards are being followed• Prioritizes competing tasks and meets deadlines set by Management on a daily basis• Participates in scheduling, training and development of hourly staff• Checks equipment and completes maintenance requests for items in need of repair• Works with the management team to ensure compliance with corporate expectations; wage & hour, uniform standards, waste management, sanitation etc.• Ensures that proper food safety and sanitation standards are being enforced and adhered to.• Ensures proper employee safety and standards are being enforced and be able to recognize an incident immediately.• Monitors product lifecycle to include prep, cooking, production, service, holding, storage, spoilage and waste management• Completes daily walk through and ensures appearance and presentation guidelines of services areas are met• Interfaces with employees, guests and managers• Promotes safety program and reports work related injuries• Receives, resolves and reports guest and employee concerns• Promotes compliance with ARAMARK's policies and procedures and recommends discipline as appropriate• Adheres to and enforces employee uniform, grooming and appearance standards• Works as part of a cohesive team to complete tasks in a timely manner within the component prior to, during and post event• Assumes sole responsibility for the supervision of an assigned group with limited management involvement								
Area/Level Specific Functions may include:								
<ul style="list-style-type: none">• Final settlement of event paperwork• Completing event closing cleaning inspections• Simple repair and maintenance of department tools and equipment• Miscellaneous duties as assigned by a Manager								
STATUS AND SCOPE:								
This position will require work on nights, weekends, and holidays following the game and event schedules.								
<ul style="list-style-type: none">• Excellent communication, interpersonal and leadership skills								