

Dear Hiring Manager, For the past six years I have worked in the restaurant industry as a restaurant manager, owner/Chef of a successful Café and as a Pastry Chef for La Mar Cebicheria Peruana, one of the brands of renowned Chef Gaston Acurio, with a global operation of 44 restaurants worldwide. My experience includes management of personnel, daily restaurant operations, menu development, customer service, as well as ample knowledge of Peruvian Cuisine. I believe that my qualifications, my passion for creating outstanding food and my desire to always learn new things would allow me to become a valid member of your kitchen's team.

Sincerely, Ingrid McDonald

## **Ingrid McDonald**

Pastry Chef

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Pastry chef with experience in specialty pastry and baking techniques, restaurant management and personnel training. Created, managed and marketed top quality innovative products increasing revenue growth and customer satisfaction. Worked with Cuzco's top restaurants, one of the most touristic destinations in Latin America.

### **Key Skills:**

- Solid Knowledge of Pastry Techniques
- Staff Training/Leadership/Supervision
- Menu Development
- Team Building
- Restaurant Management
- Guest Relations
- Project Design and Coordination
- Product Quality Assurance

### **Professional Experience:**

#### **Green Heart Foods, San Francisco – Pastry Chef – April to August 2015**

In charge of production of pastries for the corporate catering and Green Heart Foods Café.

#### **La Mar Cebichería Peruana, San Francisco – Pastry Chef – January to December 2014**

Managed and supervised all pastry station operations for a high volume restaurant. Oversaw daily production, service, dessert menu development, inventory control, hiring, training and management of personnel and catering of daily and special events.

- Reorganized kitchen operations to maximize productivity and staff performance.
- Boosted the pastry station sales by creating highly successful desserts.

#### **Encantasq'a Bakery, Cuzco, Peru - Chef/Owner – September 2011 to September 2013**

Created, developed and managed the Encantasq'a Bakery/Cafe project, including business concept, image and menu. Hired, trained and managed personnel. Developed strategies to enhance catering and retail food service revenue and productivity goals. Customer Service. Marketing. Management of daily operations.

- Positioned Encantasq'a on Trip Advisor's Top Ten among Cuzco's 309 restaurants within 6 months of creation. Awarded with TripAdvisor's Certificate of Excellence 2013.
- Identified opportunities to increase revenue, decrease kitchen expenses and maximize productivity without compromising guest satisfaction, resulting in a 20% profit growth.
- Created dessert menus and supplied Cuzco's top restaurants such as UCHU, Marcelo Batata and Inkazuela.

#### **Le Soleil Cuisine Française, Cuzco, Peru – Pastry Chef - May to August 2011**

Created and tested the dessert menu. Ensured smooth kitchen operations by overseeing daily product inventory, purchasing and receiving. In charge of all pastry area operations.

Created the dessert menu for TripAdvisor's #1 restaurant in Cuzco.

Produced exceptional menu items that regularly garnered diner's praise.

#### **JW Marriott, Lima, Peru – Intern - April 2011**

- Prepared bakery and specialty products for daily buffet, room service and catered events.
- Prepared food, organized station and served customers quickly and efficiently at daily buffet.

#### **Blue Llama Café, Pisac, Cuzco, Peru – Manager - March to July 2009**

Hired, trained and managed a multidisciplinary team. Important asset in the development of the restaurant project and opening. Managed restaurant daily operations.

- Created a menu based on local and seasonal specialties which contributed to a 30% boost in sales.
- Increased the return of large customer groups thank to good understanding of their needs and desires as well as great customer service skills, resulting in an important growth in sales and marketing.

### **Education:**

Certificate in Baking and Pastry Arts, Escuela de Chefs de la Universidad San Ignacio de Loyola, 2011, Lima, Peru.

Business Management for Young Entrepreneurs, Universidad del Pacífico, 2001, Lima, Peru.