

**John K. Lovelace**  
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### **Summary**

Supervisor with over 10 years of experience creating effective teams to achieve set goals. Led by example to build cooperation through trust to perform food safety, handling and preparation. Maintained and cleaned facility and equipment to regulatory safety and health standards receiving outstanding scores from local regulatory agencies. Through excellent communication and interpersonal skills, provided exceptional customer service.

### **Skills**

#### **Food Service**

- Food safety and handling experience to include maintaining, labeling and recording correct equipment and food temperatures; eliminating cross contamination; and preparing food.
- Organized using FIFO and maintained cleanliness of storage areas and equipment while properly handling chemicals.
- Completed opening and closing duties.

#### **Safety**

- Maintained a high level of standards, safety and compliance by following company policies and procedures to receive a 98% score with regulatory agencies.
- Performed safety, uniform and equipment training to ensure a safe environment, managing and reporting any work related accidents.

#### **Leadership**

- Kitchen Lead responsible for managing and supervising 40 people to perform specific tasks and work at a variety of workstations to include kitchen, pantry, dishes/pots & pans, beverage, meal counters, and custodial.
- Motivated and trained 15 to 20 volunteers daily with food preparation to serve at least 500 meals per day, 365 days of the year.
- Ensured team members were trained and equipped with the needed resources to perform tasks at a high level while demonstrating decision making skills when handling sensitive issues or disciplinary problems clearly and directly.

#### **Communication**

- Developed client rapport to resolve disputes and outstanding invoices while ensuring account retention.
- Responded professionally to customers through verbal and written communication.
- Worked with internal teams to develop creative solutions for unique client needs.

### **Customer Service**

- Listened and responded to customer requests and reported customer satisfaction and retention to management.
- Provided value-added service and presentation by applying outstanding human relation and problem solving skills and a positive attitude.
- Attracted new clientele and developed a growing relationship with existing customer by listening to customers and resolving potential problems.

### **Work Experience**

**Kitchen Lead**, *Cityteam*, San Jose, CA

**Construction General Labor**, *Self-Employed*, Santa Clara County, CA

**Home Staging Manager**, Center Staging Property Enhancement, San Jose, CA

**Accounts Receivable Specialist**, *Entex (A Seimens Co.)*, Milpitas, CA

**Customer Service Associate**, *Halted Electronics*, Sunnyvale, CA

**Sales Manager**, *City Design*, Pleasanton, CA

**Commercial Collector/Sales**, *Dun & Bradstreet*, Northwest Region, US

### **Education**

**Saint Mary's College**, Moraga, CA

Bachelor of Science: Business Administration

**Dale Carnegie Public Speaking/Human Relations**

**Dale Carnegie Sales**

### **Certification**

Food Handlers Safety Certification, ServSafe      2015