

# Michael Hernandez

209.481.7098 | 3407 24<sup>th</sup> Street, San Francisco, California 94110 | [mvh62175@gmail.com](mailto:mvh62175@gmail.com)

## Summary

Extensive knowledge for creative ideas for product application and marketing tools. A solid history of sales success. Self-motivator with high energy. Over 15 years experience in Administration Support, Retail/Sales, Recruiting and Retention, Food Service. Productive and efficient work habits with and/or without supervision. The past 6 years in the hospitality and catering industry. Versatile, reliable and efficient with experience supporting managers and supervising others in high paced environments. Excellent phone and digital communication skills.

## Experience

### US Army

**98H Morse Interceptor, Private First Class** 05/1997 - 01/1998

Operates morse code interception equipment, including radio receivers, special typewriters, teletypewriters, computer input keyboards, antenna selection devices, internal communication equipment and magnetic tape recorders; Searches for, identifies, and manually records foreign international morse code communications at a minimum rate of 20 groups per minute; performs first level analysis of message to detect anomalies and suspect items which may be of intelligence interest; maintains operator's log of messages and related data and delivers messages to analysts for interpretation; Performs operator maintenance on equipment; types at a minimum speed of 25 words per minute.

### US Army

**92G Food Service Operations, Sergeant** 03/1998 - 01/2001

Performed preliminary food preparation procedures; prepares and/or cooks menu items listed on the production schedule; Bakes, fries, steams, braises, boils, simmers, steams, and sautes as prescribed by ARMY recipes; Set's up serving lines; Garnishes food items; Applies food protection and sanitation measures in field and garrison environments; Receives and stores subsistence items; Performs general housekeeping duties; Operates, maintains and cleans field kitchen equipment; Erects, strikes and stores all types of field kitchens, and performs preventative maintenance on garrison and field equipment. Ensures that proper procedures, temperatures and time periods are adhered to during food preparation; performs limited supervisory and inspection functions including shift supervision.

### US Army

**79T Recruiter/Retention NCO** 02/2001 - 02/2004

Commands a recruiting station and maintains records, statistics, administrative files, and public library; Prepares enlistment reports; Supervises and evaluates subordinate personnel; Conducts professional development programs for 10-12 subordinates; Prepares official correspondence and reports; Assigns duties to subordinates and supervises resources. (Retention): Advises Commanders on status of reenlistment programs; Conducts training for Commanders, Staff Persons, Noncommissioned Officers, and others when assigned as principal Noncommissioned Officer in a large facility or region.

— **Wagner Heights, Admissions Coordinator** 06/2004 - 08/2008  
Coordinates all admitting department operations in a nursing home environment. Ensures compliance with applicable standards. Oversees the in-patient/out-patient functions, bed assignments, and completion of preliminary paperwork for entering patients. Works with medical, nursing, and accounting staff to ensure appropriate patient placement. Confirms that all insurance benefits coverage meets standards of admission as dictated by policy.

— **The Party Staff, Staffing Manager** 02/2012 - 03/2017  
Responsible for all aspects of employee relations including recruiting, interviewing, prescreening, new hire orientations, counseling, payroll and terminating assignments when necessary. Train new hires in a Leadership Seminar monthly. Maintain proper documentation for worker's compensation reports and filed reports if necessary, unemployment forms, training and certifications, I9 authorizations, and worksite evaluations. Work with local industries to coordinate and attend job fairs and recruiting events. Manage a database of prospective clients by using promotional emails, cold calls, visits and mailers to staff client events.

**Pet Camp, Marketing & Reservation Specialist** 06/2017 - Present  
Responsible for tending to the needs of current clients and creating relationships with new clients. Responsibilities include, answering incoming phone calls, assisting clients with reservations, entering client and pet data into the computer system, making confirmation calls, offering additional services to clients, and providing tours of the facility. Attend local events promoting Pet Camp. Responsible for keeping inventory of swag items.

### **Education**

Diploma, General Education, <i>Manteca High School</i>	6/1993
Associate, General Education, <i>California State University at Fresno</i>	5/1997
US Army Basic Combat Training, <i>Ft. Leonard Wood, Missouri</i>	7/1997
Food Service Specialist Advanced Individual Training, <i>Ft. Lee, Virginia</i>	3/1998
Primary Leadership Development Course, <i>Ft. Lewis, Washington</i>	12/2000
Recruiting and Retention Course, Phase 1 & 2, <i>Camp Robinson, Arkansas</i>	11/2001

### **Community Service and Awards**

Canine Volunteer, <i>San Francisco SPCA</i>	1/2014 - Present
SPCA Holiday Window Volunteer, <i>San Francisco SPCA</i>	12/2015 - Present
NCO Cook of the Month, <i>Ft. Irwin, California</i>	4/2001
NCO Cook of the Quarter, <i>Ft. Irwin, California</i>	9/2001
NCO Recruiter of the Quarter, US Army	7/2003
Various military ribbons and medals from serving overseas and in CONUS. Army Achievement Medal with 2 Oak Leaf Clusters, Good Conduct Ribbon (2), NCO Academy Ribbon (PLDC), Army Commendation Medal, Overseas Ribbon, Combat Training Ribbon.	

\*References available upon request.