

Kimberly Flores

## **PROFESSIONAL SUMMARY**

Reliable professional with both practical and academic experience in the areas of hospitality and business management. A background that will lend itself well to the position of a Shift Leader. Proven leadership ability and interpersonal skills. Shift Leader with a background in the fast-food service industry, offers a happy personality and the ability to motivate a team of employees. Understands the importance of following management guidelines and task lists. Has experience in supervising others while completing daily shifts.

## **SKILLS**

- Team leadership
- Performance improvement
- Training and development
- Fast pace working
- Multitasking
- Fast learner
- Bilingual (spanish/english)
- Certified phlebotomy

## **WORK HISTORY**

### **Panda Express - 4 years**

- Take customers orders, served food and drinks, answer questions about menu items
- Assure satisfaction and address issues
- Perform various duties as needed, including clearing tables, seating guests, sweeping floors, and rang up items customers purchase
- Worked my way up to shift lead

### **Panera Bread - 1 year**

- Taking customers orders, served food and made drinks
- Made sandwiches, salads and soups
- Greeted customers when they walked in, remand friendly with them while in the store

### **Chick-fil-a - 6 months**

- Packaged food
- Cooked food
- Cut veggies
- Cleaned and washed dishes

## **EDUCATION**

### **High School Diploma - 2016**

Apollo High School - Simi Valley, CA