

Alexis-Jnai Saunders

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I am an accomplished and energetic Leader with a solid history of achievement in a multitude of Leadership roles. I am a proven quick learning, self-motivated team player with strong prioritization and communication abilities who wants to partner with a company with the goal of growing my current skills while simultaneously achieving the highest capacity of productivity and continuous improvement possible.

Authorized to work in the US for any employer

Work Experience

Private Chef

Let's Eat Gourmet - Baltimore, MD

April 2020 to October 2021

- Preparing and storing food safely before and during events
- Setting up of all food
- Clean up
- Creating menus according to a client's preferences and dietary needs
- Visiting sites before events to assess the kitchen facilities and make necessary plans
- Ordering any necessary supplies for events
- Settling on prices and creating contracts for clients

Assistant Restaurant Manager

Granny's - Owings Mills, MD

August 2019 to March 2020

I Manage day-to-day operations within budgeted guidelines and to the highest standards

- I assign work tasks to restaurant and kitchen staff
- I assist with work schedules, payroll, and staff training duties.
- I monitor and document staff attendance, I communicate with the FOH manager regarding which staff members are not meeting attendance requirements.
- I ensure that staff members follow server standards and restaurant protocols as well as health code and sanitation practices.
- I create up to date content daily for pre-shift meetings
- I consistently greet customers and check that they are enjoying their experience. In addition to managing customer complaints and rectifying customer problems.
- I suggested specific changes that generated cost savings and increased customer quality standards.
- I interact with food and beverage vendors and negotiate agreements to increase company profitability.
- I motivate employees with my leadership abilities, and I take part in the recruiting process to select new personnel.
- I develop and implement training programs for employees
- I assist in ordering, purchasing and stocking F&B products.

Supervisor

Maryland Live! Casino - Hanover, MD

January 2019 to July 2019

I am responsible and accountable for administration, operation, and direct management of the restaurant.

- I Develop and assist in a supervisory capacity with the business plan and budget for the restaurants.
- I am Responsible for inventory control and ordering supplies, food and drinks needed to operate the restaurant.
- I Develop servers, host, cashiers and utility staff. To include training, interviewing for new hires and assisting with performance management inclusive of disciplinary counseling and conducting performance evaluations.
- I continuously review staffing levels to maintain budgeted level of employment.
- I delegate authority and assign responsibilities.
- I review departmental status with Restaurants Manager.
- I develop, implement and supervise programs and processes to reduce and control loss time injuries.
- I meet with my departmental directors and managers as necessary.
- Other duties as assigned.

Line Cook/Banquet Team (Prep, Pull, Fryer, Pizzas, Salads/Apps) - McFaul's Iron

Horse Tavern - Towson, MD

May 2018 to December 2018

Line Cook/Catering Team (Prep, Pull, Fryer/Apps, Grill, Sauté) - Water For

Chocolate - Baltimore, MD

January 2018 to May 2018

Linecook/Banquets -(Prep, Pull, Fryer, Grill, Sauté) Metropolitan Bar

Grill/Days Inn - Towson, MD

February 2017 to December 2017

Learning Coordinator

Amazon Logistics - Baltimore, MD

April 2016 to October 2017

I Facilitated Training Related Programs utilizing multiple learning tools

- I facilitated the onboarding of new associates within their roles
- I Coordinated training sessions based on my site/regional needs
- I owned tracking and provided post training debriefs to the site operations team and the AMZL Learning Team.
- I Drove the execution of all Learning related audits and supported the operation's audit initiatives
- I participated in the recruitment of associates into the Ambassador program
- I tracked performance and supported any identified retraining opportunities
- I owned the training and acclamation of the 3rd party partners
- I supported Area Readiness/ Standard work programs for the site by assisting in daily stand up meetings
- I developed and tracked effectiveness of training programs and monitored adherence to the established training programs
- I maintained a positive relationship with the 3rd party partners
- I sought out skill development on an ongoing basis

- I documented feedback and audit results to help the site identify strengths as well as areas of opportunity
- I assessed development needs for individuals and groups
- I understood workflow and daily production goals
- I solved problems, reacted quickly and productively, I served as a rare source for specific problems and undertook the appropriate steps to resolve
- I Prioritized multiple tasks
- I Maintained a positive attitude and presence on the floor
- I Facilitated and presented to groups of up to 50 people in a class, including participants at the senior and managerial level as well as 1on1 classes
- Supported the updating of SOPs and SOP certification of associates and managers.
- I Aided with 3 AMZL facility Launches
- I Lead all Roll-outs and Tech changes at my sight

Trainer

Amazon fulfillment Center - Baltimore, MD

March 2015 to April 2016

- Launch Team Member (P.O.C Doug Fornwalt)
- Assisted with the update of multiple departments' Trouble Shooting Guide
- Facilitated and Coordinated the 1st Largest BWI2 Day 1 On-boarding of 162 New Hires with 92% retention of hiring group based on SOP performance
- AEW Coordinating (New Manager Training) Execution and Follow-Up (Including but not limited to
- Ambassador (Trainer) Selection, Quarterly Follow-Ups, Rate Engagements, and Debriefs, Trained 3000+ entry level Associates and over 500+ Managers and Senior Personnel
- I Completed Audits for Tiger (Improvement)/Away Team as well as Operations in regard to Flow
- Coordinated Staffing, Area Readiness, and Labor Moves, I assisted with the creation of Process Sequence Badges
- to improve productivity and quality
- Assisted in Peak Expansion Project with the assembly of the production area by providing critical aspects of Operation Flow including but not limited to Station I.Ds, and 5S Station Signs for over 170 Stations
- Proactively identified and lead process improvement initiatives/ constantly improved the long term capabilities of my department and building (Training Resource Guide, S.S Layout Modification, Creation of Dept Standard Work
- Checklist, Creation of AEW standard work checklist)
- Improved Associates job-related skills; developed, maintained, and applied learning tools (methods, checklists, and skill building agreements) to encourage associate development
- Assisted Pick Quality & Pick rate enhancement by applying learning tools to improve both. (Administering Cognitive Testing, Flash Cards, Creation of (Quality/R.E.T Folders, Skill Drills) TDR (Critical Process) and Ambassador Trainer
- Identified multiple paths/areas for Trainers to be cross trained to better support the building and be resourceful during Peak.
- Supported the updating of SOPs and SOP certification of associates and managers.
- Presented information using a variety of instructional techniques or formats, such as role playing, simulations, team exercises, group discussions, videos, or lectures.

Ambassador

Amazon sort center bwi5 - Baltimore, MD

September 2014 to February 2015

- (Coached Associates in problem areas, Assisted PA's & AM's w/ tasks)
- Trained 250+ New Hires
- Consistently met production deadlines
- Received products using radio frequency scanners and relocated product
- Trouble shot production issues until a value based solution was reached
- Pallet Jack and Power Industrial Truck Certified (Tugger, RC, Center Rider, Reach Truck) Inventory Control Quality Assurance.

Multi-Channel Sales Lead

Best Buy - Baltimore, MD

December 2013 to September 2014

- Engaged customers using selling skills and built complete solutions while maintaining a balance of high velocity and high service.
- Received incoming calls and placed in store and online orders as well as online escalations
- Used relevant sales tools including online learning to drive profitable growth and exceeded department goals.
- Acted as a peer leader to Sales Consultants.
- Referred unresolved customer grievances to designated departments for further investigation.
- Compared disputed merchandise with original requisitions and information from invoices and prepared invoices for returned goods.

Customer Service Associate

Best Buy - Culver City, CA

October 2013 to December 2013

- Ensured fast, friendly, and accurate processing of all customer transactions
- Supported the Sales Specialists through customer follow up, scheduling deliveries, and reconciling purchased orders
- Completed shipping invoices and reconciliation reports.
- Conferred with customers by telephone and in person to provide information about products or services, take or enter orders, cancel purchases, or obtain details of complaints.

Assistant Manager

Metro PCS T-Mobile - Baltimore, MD

January 2013 to October 2013

- Staff Scheduling
- Coaching, and development
- Expert consultant for customer escalations
- Ensured Store Opening and Closing
- Monitored sales activities and ensured that customers received satisfactory service and quality goods.
- Inventory stock and reorder when inventory drops to a specified level.
- Examined merchandise to ensure that it is was correctly priced and displayed and that it functioned as advertised.
- Cash Register Balancing

Catering

Rock City Church - Towson, MD

April 2012 to August 2013

Community Organizer

Youth Justice Coalition - Inglewood, CA

September 2009 to June 2011

- Prepared and hosted various workshops for community development, law training, and fundraising.
- Organized annual Gang Peace Summits.
- Campaigned for changes in juvenile institutions.
- Participated in public policy hearing, legislative meetings, vigils, and community action forums.
- Interviewed clients individually, in families, or in groups, assessing their situations, capabilities, and problems, to determine what services are required to
 - meet their needs.
- Served as a liaison between students, homes, schools, family services, child guidance clinics, courts, protective services, doctors, and other contacts, and helped children who faced problems such as disabilities, abuse, or poverty

Education

Some College

High school diploma or GED

Skills

- Banquet Experience
- Catering
- Profit & Loss
- Restaurant Experience
- Restaurant Management
- Training & Development
- Customer service
- •Ability to organize and prioritize workload effectively •Superb communication and interpersonal skills •Meticulous worker, attentive to quality and detail •Excellent public relations skills
- 5S
- Culinary Experience
- Performance Management
- Reach Truck
- Recruiting
- Order Entry
- Process Improvement
- Kitchen Experience

Assessments

Cooking skills: Basic food preparation — Expert

September 2021

Preparing food, using cooking equipment, and converting ingredient measurements.

Full results: [Expert](#)

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September 2021

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Expert](#)

Verbal communication — Highly Proficient

March 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Restaurant manager — Highly Proficient

October 2021

Managing restaurant staff and meeting customer expectations

Full results: [Highly Proficient](#)

Cooking skills: Basic food preparation — Expert

September 2021

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Expert](#)

Work motivation — Highly Proficient

July 2021

Level of motivation and discipline applied toward work

Full results: [Highly Proficient](#)

General manager (hospitality) — Highly Proficient

January 2022

Solving group scheduling problems and reading and interpreting P&L statements

Full results: [Highly Proficient](#)

Management & leadership skills: Impact & influence — Highly Proficient

January 2022

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.