

TYRAE GONZALEZ

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📍 Jonestown, TX 78645

PROFESSIONAL SUMMARY

Encouraging manager and analytical problem-solver with talents for team building, leading and motivating, as well as excellent customer relations aptitude and relationship-building skills. Proficient in using independent decision-making skills and sound judgment to positively impact company success. Dedicated to applying training, monitoring and morale-building abilities to enhance employee engagement and boost performance. Determined to make that memorable connection with staff and clientele

SKILLS

- Program Administration
- Supply Chain Management
- Customer Relationship Management
- Operations Oversight
- Texas Food Manager Certified
- Loss Prevention
- Schedule Management
- Staffing
- Time Management
- Vendor Sourcing
- Cost Analysis and Savings
- Labor Cost Controls

EDUCATION

Vista Ridge High School
Cedar Park, TX • 06/2011

High School Diploma

- Honoree of National Honor Society
- Texas Scholar
- Completed AP course in computer science
- 3.8 GPA

WORK HISTORY

Moonies Burger House - General Manager
Austin, TX • 02/2018 - Current

- Developed and implemented strategies to increase sales and profitability.
- Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
- Monitored financial performance, set budgets and controlled expenses to provide financial stability and long-term organizational growth.
- Maximized efficiency by coaching and mentoring personnel on management principles, industry practices, company procedures, and technology systems.
- Developed and maintained relationships with customers and suppliers through account development.
- Introduced new methods, practices, and systems to reduce turnaround time.
- Trained new employees on proper protocols and customer service standards.
- Interacted well with customers to build connections and nurture relationships.
- Managed and Operated full wait staff and bar while at Leander location.
- Negotiated price and service with customers and vendors to decrease expenses and increase profit.

Mojo Coffee - Barista Shift Lead
Marble Falls, TX • 07/2021 - 08/2022

- Served customers quickly and efficiently and created strategies to prevent delays.
- Restocked and cleaned stations and facilities to maintain cleanly and operable standards.
- Handled and resolved customer issues and complaints with professionalism and tact to drive customer satisfaction and repeat business.
- Memorized ingredients and recipes for wide variety specialty drinks.
- Generated friendly atmosphere by encouraging employees to greet and speak to customers.

- Maintained accurate inventory counts to meet customer demands and sustain operations.
- Monitored customer feedback to improve barista performance and customer service.
- Collaborated with cafe management to design and implement promotional strategies for cafe items.

Willow Naturals - Production Supervisor

Leander, TX • 03/2014 - 08/2016

- Resolved issues quickly to maintain productivity goals.
- Managed team of [Number] production associates, overseeing productive production processes and meeting all deadlines.
- Coordinated with other departments to maintain smooth and efficient product flow.
- Evaluated team member performance regularly to identify and resolve productivity concerns.
- Trained staff of direct labor employees to perform assembly and manufacture of specified products.
- Managed internal operational standards and productivity targets.
- Accomplished targets and met demand by assessing equipment performance, reviewing materials supplies, and organizing manpower.
- Achieved on-time shipments goal by empowering employees to continued success.
- Kept accurate and detailed records of personnel progress and productivity.
- Monitored daily and weekly key performance indicators to maintain on-track status.