

Lisa Namy Em

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Skilled culinary professional within the food service industry and dedicated customer service representative with over 10 years experience, from building outstanding customer relationships, meticulous inventory control, and executing high quality dinner menus within a high volume kitchen. Proficient in numerous cooking techniques, comprehensive knowledge of seasoning and preparing amazing dishes of a wide variety of Asian, Indian, Hispanic, American, and Italian cuisines. Possessing leadership skills with a track record of training, developing, and fostering strong teams focused on quality, presentation, cost containment, and safety.

Experience

March 2020 - January 2022

Walmart Stores, Inc. – *Asset Protection Officer*

- Managed a team of 10-15 associates while training store safety and theft deterrent and customer conflict de-escalation
- Managed reports of inventory, store loss, and company quotas
- Monitored over 50 store surveillance cameras to ensure safety of associates, customers and inventory
- Secured and maintained emergency exits and created emergency procedures for the store under the general store manager.

August 2017 - January 2020

Bon Appetit Management Co, Los Angeles – *Kitchen Supervisor, Lead PM Cook*

- Prepares meat, vegetarian/vegan and special allergy food items consistently under the direction of the Executive Chef and in compliance with recipes,

portioning, cooking and waste control guidelines according to Bon Appetit policies.

- Presides and mentors over kitchen staff including but not limited to seven cooks, FOH supervisor and FOH personnel, five dishwashers over two stations, coffeehouse baristas, and numerous “ first-job” student workers
- Performs opening and closing tasks, reconciling receipts, completing end-of-day paperwork and securing and locking establishment

August 2015 - August 2017

Bon Appetit Management Co, Los Angeles - *Supervisor, Lead Barista and Cashier*

- Selected as assistant manager/supervisor to open first-ever coffee shop on college campus grounds
- Created a full menu of teas, coffees, smoothies, acai bowls, milkshakes, pastry, and grab-and-go items, including unique, seasonal, specialty beverages with astounding presentation and finesse, topped with “I dare you not to smile” latte art, complete with price and size options.
- Trained company employees and student workers to use electrical equipment such as coffee and tea brewers, convection oven, espresso machine and milk steamer, high speed blenders, and our POS system with our procedures on handling cash drawers, as well as teaching a one week course on FIFO methods, espresso pulling, tasting, and recipe training.
- Completed weekly inventory under general manager and managed a weekly budget of \$500-\$1,000 while placing orders for paper and plastic items, coffee/espresso beans, teas, non-dairy and dairy products, juices, frozen fruits, carbonated beverages, and pastry items

Skills

-Menu building -Multitasking -Vegan entrees -Catering -Creative -
Exceptional time management -Training others -Grill Master -Delegation of
tasks -Plating -Baking -Knife handling skills -POS knowledge

Education

Long Beach City College - *2nd year Business Administration*

References

Jerika Martinez, account manager (562) 338-7538
jerikamartinez93@yahoo.com

Belinda McKinney, executive chef (424) 207-3740
belinda.mckinney@cafebonappetit.com

Steve Rosset, campus support systems (562) 221-3259
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