

Lauren Goodman

Los Angeles, CA 90014

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Dynamic and adaptable professional with extensive experience in food service management. Known for exceptional leadership skills, punctuality, and a strong work ethic. Proven ability to train and oversee teams, streamline operations, and maintain high levels of customer satisfaction. Seeking opportunities to leverage my management experience and diverse skill set in a new industry.

Willing to relocate to: Los Angeles, CA
Authorized to work in the US for any employer

Work Experience

Behavioral Health Technician

Behavior Frontiers-Los Angeles, CA

October 2024 to Present

Front of House Team Member

HiHo Cheeseburger-Marina del Rey, CA

July 2024 to October 2024

- Maintained front of house by serving hot dine in food promptly.
- Utilized a POS cash register system.
- Trained newly hired employees.
- Top up seller every month.

Front of House Team Member

Sidecar Doughnuts & Coffee-Culver City, CA

November 2023 to July 2024

- Responsible for hand-glazing, hand-frying all doughnuts in a timely and effective manner.
- Barista experience, including how to make latte art.
- Top upseller for three months straight.
- Handling customer service issues via phone.
- Operating a POS cash register system.

Manager/Prep Cook

Cheba Hut Toasted Subs-Las Vegas, NV

June 2020 to July 2021

- Managed daily operations, overseeing a team of cashiers and kitchen staff.
- Ensured accurate cash and credit card transactions, and balanced daily sales reports.
- Trained new employees in meal preparation, food safety, and customer service protocols.
- Held key holder responsibilities, including opening and closing the establishment, and inventory management.
- Maintained a clean and organized work environment, ensuring compliance with health and safety regulations.

Manager/Prep Cook

Blaze Pizza-Henderson, NV

June 2020 to July 2021

- Managed daily operations, overseeing a team of cashiers and kitchen staff.
- Ensured accurate cash and credit card transactions, and balanced daily sales reports.
- Trained new employees in meal preparation, food safety, and customer service protocols.
- Held key holder responsibilities, including opening and closing the establishment, and inventory management.
- Maintained a clean and organized work environment, ensuring compliance with health and safety regulations.

Bakery Supervisor/Cake Decorator

Sam's Club-Lawton, OK

February 2016 to August 2018

- Led the bakery team in decorating cakes and cupcakes, and baking breads.
- Managed catering orders and ensured timely and accurate delivery of services.
- Oversaw inventory and ordering of supplies, and handled customer service inquiries.

Head Waitress/Assistant Manager

Small Mountain Street Tacos-Medicine Park, OK

July 2017 to January 2018

- Led a team of waitstaff, coordinating schedules and ensuring efficient service.
- Managed cash register operations and handled customer service issues to maintain high satisfaction levels.
- Assisted in food preparation, ensuring quality and consistency in all dishes served.
- Supervised shift operations, ensuring smooth and efficient workflow.
- Trained and mentored new staff on food preparation and customer service standards.
- Managed to-go orders, cash register transactions, and resolved customer complaints.

Sales Team Leader/Entrepreneur

Vector Marketing-Lawton, OK

June 2017 to August 2017

- Led a team of sales representatives in door-to-door knife sales.
- Conducted training sessions to improve sales techniques and customer engagement.
- Achieved sales targets and provided support and guidance to team members.

Education

Bachelor's Degree (BA) in Human Psychology

University of Nevada-Las Vegas - Las Vegas, NV

December 2020 to August 2022

- Took courses mainly focusing on human/behavioral psychology.
- Did not finish bachelors degree.

Associate of Arts (AA) in Human Psychology

College of Southern Nevada - Las Vegas, NV

August 2018 to December 2020

- Received my degree in Associates of Arts, focusing in human/behavioral psychology courses, music and the arts.
- Maintained honors throughout entire college career.
- Was a member of Phi Theta Kappa honor society throughout entire college career.

High School Diploma/HiSet

Great Plains Technology Center - Lawton, OK

May 2016 to May 2017

- Graduated with my HiSet diploma in May of 2017.
- Maintained on the honor roll throughout high school career during this time.

Skills

- Food Service
- Food Preparation
- Cash Handling
- Cleaning Experience
- Cooking
- Cashiering
- Kitchen Experience
- POS
- Cake Decorating
- Host/Hostess
- Food Safety
- Food Handling
- Serving Experience
- Busser
- Food Production
- Culinary Experience
- Meal Preparation
- Catering
- Guest Services
- Commercial Cleaning
- Door-to-Door Experience
- Restaurant Experience
- Upselling
- Residential cleaning
- Hospitality
- Floor care
- Communication skills
- Baking
- Food industry

- Microsoft Office
- English
- Front desk
- Computer skills
- Organizational skills
- Retail Sales
- Food Service Management
- Menu Planning
- Merchandising
- Time Management
- Laundry

Certifications and Licenses

Food Handler Certification

ServSafe

Non-CDL Class C

Assessments

Work style: Reliability — Proficient

September 2024

Tendency to be reliable, dependable, and accountable at work

Full results: [Proficient](#)

Food service: Customer situations — Proficient

October 2024

Identifying and addressing customer needs in a food service setting

Full results: [Proficient](#)

Work motivation — Proficient

July 2024

Level of motivation and discipline applied toward work

Full results: [Proficient](#)

Cleaner fit — Completed

May 2024

Measures the traits that are important for successful cleaners

Full results: [Completed](#)

Delivery driver — Proficient

July 2024

Interpreting instructions or signs and solving problems

Full results: [Proficient](#)

Interstate truck driving — Completed

July 2024

Regulations and safe driving practices for long-distance trucking

Full results: [Completed](#)

Retail customer service — Proficient

September 2024

Responding to customer situations in a retail setting

Full results: [Proficient](#)

Cooking skills: Basic food preparation — Proficient

November 2023

Preparing food, using cooking equipment, and converting ingredient measurements

Full results: [Proficient](#)

Work style: Reliability — Proficient

November 2023

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Proficient](#)

Cleaning skills — Proficient

September 2024

Knowledge of cleaning techniques and processes

Full results: [Proficient](#)

Sales skills — Proficient

September 2024

Influencing and negotiating with customers

Full results: [Proficient](#)

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