

Assistant Manager

Amanda Simmons

Professional summary

Dedicated and results-driven Assistant Manager with experience in managing restaurant operations, improving customer service, and implementing operational strategies at Subway locations. Known for optimizing efficiency, reducing costs, and improving team performance.

Experience

Assistant Manager

June 2024 - Now  
Subway / Miami, FL

- Manage day-to-day operations of the store, ensuring seamless service and customer satisfaction.
- Oversee inventory control, including stock ordering and supplier negotiations.
- Provide hands-on support for staff during peak hours, ensuring optimal workflow and efficient task delegation.
- Assist the store manager in developing marketing strategies to increase foot traffic, customer engagement, and sales.

Shift Leader

January 2023 - May 2024  
Subway / Miami, FL




- Supervised a team of up to 10 employees, ensuring productivity and team coordination in a fast-paced environment.
- Trained new hires and ensured adherence to food safety, sanitation, and customer service standards.
- Managed opening and closing procedures, including cash handling, register balancing, and safe deposits.
- Assisted in resolving customer complaints promptly, maintaining high satisfaction levels even during busy periods.

Extracurricular Activities

Volunteer Coordinator

January 2024 - Now  
Miami Food Bank

- Lead a team of volunteers in organizing food donations and community outreach programs.
- Coordinate logistics for food distribution events, ensuring efficient operations and a positive community impact.

 (555) 678-1234  
 amanda.simmons@gmail.com  
 United States, Miami, FL

Education

Bachelor's Degree in Hospitality Management

University of Miami  
Graduated: May 2023



Certifications

- Food Safety Certification**, ServSafe, May 2024
- Subway Management Certification**, October 2023

Skills

Restaurant and operations management	<div><div></div><div></div><div></div><div></div><div></div></div>
Inventory and supply chain management	<div><div></div><div></div><div></div><div></div><div></div></div>
Employee training and development	<div><div></div><div></div><div></div><div></div><div></div></div>
Conflict resolution and customer service excellence	<div><div></div><div></div><div></div><div></div><div></div></div>
Budgeting and cost control	<div><div></div><div></div><div></div><div></div><div></div></div>
Sales and marketing strategies	<div><div></div><div></div><div></div><div></div><div></div></div>

Hobbies

-  Fitness
-  Traveling