

# BRIANNA LOPEZ

## Crew Member

### PROFESSIONAL SUMMARY

Energetic and reliable Taco Bell crew member with experience working in fast-paced food service. Skilled in operating POS systems, maintaining high sanitation standards, and delivering friendly customer service. Eager to contribute to a collaborative team and ensure smooth service operations.

### EDUCATION

#### Waubonsie Valley High School | Aurora, IL

High School Diploma | Expected May 2025

#### ServSafe Food Handler Certificate (2023)

Covering safe food handling, personal hygiene, and cross-contamination prevention.

### SKILLS

- POS system operation Expert
- Food prep and assembly Expert
- Customer interaction Expert
- Speed-of-service accuracy Expert
- Clean station maintenance Expert
- Cash register balancing Expert
- Team support Expert
- Drive-thru headset communication Expert
- Problem-solving on the spot Expert

### LANGUAGES

- Bilingual (English/Spanish)

### EXPERIENCE

2023 - Now

#### Crew Member

#### Taco Bell – Glenlake Foods LLC / Naperville, IL

- Assist customers with orders in-person and via drive-thru, ensuring accuracy and promoting menu add-ons to boost daily sales totals.
- Prepare tacos, nachos, and other items with precision during peak lunch hours, helping the team stay under 3-minute ticket times.
- Maintain cleanliness of front counter, dining area, and restroom spaces to uphold company hygiene standards and pass surprise inspections.
- Assist new team members with onboarding, explaining store procedures and encouraging teamwork during busy shifts.

2022 - 2023

#### Crew Member

#### Wendy's – Quality Dining Inc. / Aurora, IL

- Operated grill and fry stations, ensuring consistent food quality while handling 100+ customer orders per shift.
- Worked with management to coordinate closing routines, completing daily logs and ensuring correct waste tracking.
- Addressed customer concerns calmly, offering quick resolutions that increased repeat business and improved online reviews.

### COMMUNITY INVOLVEMENT

#### Volunteered with Aurora Public Library Summer Program (2024)

Helping coordinate activities and assist children aged 6–10.