McDonald's Shift Manager

Jason Miller

(555) 234-5678
jason.miller@email.com
Chicago, IL

Professional summary

Reliable McDonald's Shift Manager with experience leading fast-paced teams to exceed customer service goals. Skilled at managing shifts, training crew members, and maintaining operational standards.

Experience

Shift Manager

2021 - Now

McDonald's / Chicago, IL

- Oversee daily shift operations at a busy McDonald's location, managing up to 15 crew members to ensure efficient workflows and excellent customer experiences during peak hours.
- Conduct comprehensive training sessions for new employees, which shorten onboarding time by 20% and improved overall team performance and morale.
- Maintain strict adherence to food safety and hygiene protocols, passing all local health inspections with zero violations for two consecutive years.
- Accurately handle cash deposits, register reconciliation, and end-of-day financial reports, reducing cash discrepancies by 15% through improved controls and audits.

Crew Trainer

2019 - 2021

Burger Town / Chicago, IL

- Delivered structured training programs focused on customer service excellence, food preparation standards, and workplace safety, contributing to a 10% increase in customer satisfaction scores.
- Assisted shift managers with scheduling and day-to-day operations, ensuring smooth communication between staff and management during busy shifts.
- Monitored inventory levels and coordinated with suppliers to maintain stock availability, reducing shortages and waste by 12%.
- Acted as a point of contact for crew members to resolve workplace conflicts and encourage a positive team environment.

Additional Information

Volunteer at Chicago Food Bank, helping organize community meal services quarterly

Education

Certified in ServSafe Food Protection Manager Course

2024

Lincoln Park High School

Chicago, IL | Graduated 2018

Skills

- Staff scheduling
- Cash handling
- Customer service
- Food safety compliance
- Team leadership
- Time management
- Conflict resolution
- POS systems
- Inventory control
- Quality assurance