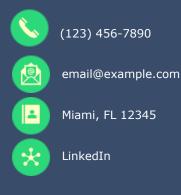


# CONTACT



# **KEY SKILLS**

- Financial management
- Menu development
- Team leadership and motivation

### EDUCATION

Bachelor of Science in Hospitality Management

Cornell University, Ithaca, NY

### Associate of Applied Science in Culinary

Arts

The Culinary Institute of America, Hyde Park, NY

# Melissa Anderson

#### **Restaurant Owner**

# A B O U T M E

Restaurant owner with a strong education in hospitality management, culinary arts, and business administration. Expertise in financial management, staff management, and menu development, with a record of increasing sales and profits.

### PROFESSIONAL EXPERIENCE

#### General Manager | January 2016 to present

Darden Restaurants Inc., Orlando, FL

- Supervise a team of over 50 employees, ensuring high-quality customer service and adherence to company standards
- Established new budgeting strategies that increased overall profitability by 20% in the first year
- Updated and refined menu offerings based on customer feedback and market trends, increasing overall sales by 15%

#### Assistant Manager | June 2013 to December 2015

Starbucks Corporation, Seattle, WA

- Helped coordinate daily operations, including staff scheduling, inventory management, and customer service
- Co-developed a new store layout that improved customer flow and increased daily transactions by 10%
- Led a team that consistently achieved top customer service ratings in the region

#### PROFESSIONAL DEVELOPMENT

- ServSafe Food Protection Manager Certification (SFPMC), National Restaurant Association
- Certified Restaurant Broker (CRB), Restaurant Brokerage Specialists
- Certified Foodservice Professional (CFSP), North American Association of Food Equipment Manufacturers