

DJ

Donna Jackson

CONTACT



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LinkedIn | Portfolio



City, State Abbreviation Zip
Code

EDUCATION

**Bachelor Degree in Hospitality
Management | Cornell University,
Ithaca, NY | May 2017**

**Associate Degree in Restaurant
Management | The Culinary
Institute of America, Hyde Park, NY
| December 2019**

KEY SKILLS

- Budgeting and financial planning
- Customer relations
- Inventory management
- Staff supervision
- Training and development

ABOUT ME

A driven professional, offering robust experience in the restaurant and hospitality industry with esteemed organizations such as Starbucks Corporation and Marriott International. Backed by extensive academic qualifications, including a bachelor's degree in Hospitality Management supplemented with certifications like Certified Restaurant Manager (CRM) and Certified Hospitality Supervisor (CHS). Demonstrated proficiency in staff supervision, customer satisfaction management, and inventory management while excelling in a series of progressive roles with a trajectory marked by reduced wastage, increased customer satisfaction, and improved profit margins.

PROFESSIONAL EXPERIENCE

SENIOR RESTAURANT MANAGER | MARRIOTT INTERNATIONAL, MIAMI, FL
JUNE 2020 - PRESENT

- Oversee day-to-day restaurant operations serving approximately 1,000 customers daily, significantly enhancing customer satisfaction resulting in a 15% increase in positive guest reviews
- Develop and enforce high standards for food quality, presentation, and customer service that were replicated across regional outlets
- Initiated effective inventory control measures that reduced wastage by 20%, saving roughly \$15,000 annually

ASSOCIATE RESTAURANT MANAGER | STARBUCKS CORPORATION, NEW YORK, NY
JANUARY 2018 - MAY 2020

- Directed daily operations of a high-volume store, generating annual revenues of \$2 million
- Successfully launched training programs for over 50 staff members leading to improved service standards and increased customer satisfaction ratings
- Streamlined cost analysis and budget planning protocol resulting in 10% increase in yearly profits

CERTIFICATIONS

- CERTIFIED RESTAURANT MANAGER (CRM) | AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE
- FOOD SAFETY MANAGER CERTIFICATION (FSMC) | NATIONAL REGISTRY OF FOOD SAFETY PROFESSIONALS
- CERTIFIED HOSPITALITY SUPERVISOR (CHS) | AMERICAN HOTEL & LODGING EDUCATIONAL INSTITUTE