



WENDELL BROWN

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Summary

To secure a challenging position in a reputable organization to expand my learnings, knowledge, and skills.

Skills

- Team Player
- Strong Work Ethic
- Willingness to Learn
- Dedication

Experience

Conway Medical Center | Conway, SC
EVS Technician
09/2021 - Current

- Cleaned, sanitized and organized facility to avoid spread of germs.
- Emptied trash cans, sorted recycling and properly disposed of waste.
- Collected and disposed of biohazard waste according to OSHA regulations.
- Placed wet floor signs to protect staff and patients from fall or injury.
- Wore personal safety equipment to prevent burns from cleaning chemicals.
- Performed floor stripping, washing, waxing and polishing.
- Kept business entrances clean, tidy and professional in appearance.
- Dusted interior furniture, exhibit cases, pictures and frames, chairs, trim and light fixtures, using long handles and ladders to clear cobwebs from high places.
- Followed company uniform, performance and security policies with every job.
- Notified management of structural issues and major repairs.

Dreams of Royalty | Loris, United States
Owner/Operator
03/2021 - Current

- Promoted business on social media platforms to maximize brand identity and generate revenue.
- Oversaw staff hiring, initiating new training and scheduled processes to streamline operations.
- Devised business and marketing plans and prepared monthly financial reports.
- Set pricing structures according to market analytics and emerging trends.
- Led startup and creation of operational procedures and workflow planning.
- Trained teams on specific operations, applicable procedures and techniques for each job site.
- Supervised performance of workers with goals of improving productivity, efficiency and cost savings.
- Oversaw project execution, phase progress, workmanship and team performance to drive on-time completion of deliverables.
- Hosted special events to boost brand awareness and increase community engagement.
- Hired and trained new department managers to increase team oversight

and productivity.

- Developed and implemented successful sales strategies to meet business goals.
- Created and implemented employee onboarding and training programs to promote employee retention and team collaboration.

McDonald's | Snellville, GA

Shift Leader

08/2018 - 01/2020

- Counted cash on hand at shift change and closing to determine shortages or overages and prepare bank deposit statements.
- Delegated tasks to employees and monitored activities and task completion.
- Supervised and led employees to maintain productivity and customer service levels.
- Upheld company standards and compliance requirements for operations.
- Complied with company safety procedures, policies and regulations to promote safe working environment.
- Positioned skilled staff in key areas throughout shift to optimize department productivity.
- Assisted general manager with operations game plan and company initiatives implementation.
- Mentored and coached staff by giving employees suggestions and feedback to improve job performance.
- Checked orders for quality and completeness.
- Educated customers about offerings, promotions and pricing to boost sales.
- Reviewed operational records and reports to project sales and determine profitability.
- Coordinated shift workers for inventory receiving, auditing and restocking.
- Directed employees through daily routines.
- Guided staff on implementing promotions and marketing programs.

Bar Harbor Resort | Myrtle Beach, SC

Assistant Housekeeping Manager

05/2015 - 03/2018

- Supervised and supported housekeeping personnel to maximize quality of service and performance.
- Stocked room attendant carts with supplies to keep carts organized and clean.
- Collaborated with front desk to respond promptly to guest requests and promote positive experience.
- Reviewed employee performance and devised improvement plan to achieve goals.
- Created schedules, shift reports and other business documentation to coordinate housekeeping needs.
- Submitted repair requests to maintenance team to reduce operating costs and improve energy-saving strategy.
- Placed housekeeping staff on specific shifts and room blocks based on abilities and daily requirements.
- Established hands-on, proactive management style to facilitate improvements to workflow and room turnover.
- Sustained safety protocols to support proper and cost-effective equipment and material usage.
- Developed training programs to build employee performance, improve employee engagement and increase employee retention.
- Commanded controls over expenses and inventory for optimal budget tracking.
- Educated staff on safety procedures, OSHA requirements and company

policies.

- Established department goals and deadlines.
- Prepared and reviewed operational reports and schedules.

Education and Training

Everest University Online - Tampa | Seffner, FL

Bachelor of Science in Business Administration

06/2013

Andrews High School | Andrews, SC

High School Diploma

06/2006