

515 S. Sugar Rd Apt. 221, Edinburg,
78539

Raulvngs81@Gmail.Com

956-878-8417

RAUL VENEGAS

PROFESSIONAL SUMMARY

Director of Operations with 10 years of experience, demonstrated expertise in managing operations, optimizing resource allocation, and fostering team collaboration. Known for enhancing service quality through innovative programs and meticulous safety audits. Demonstrates strong leadership, with a track record of mentoring team members for improved performance. Proficient in customer service, time management, and bilingual communication. Adept at building relationships, resolving conflicts, and ensuring adherence to guidelines and procedures.

EMPLOYMENT HISTORY

SEP 2014 - PRESENT

Director of Operations, RVTR LLC / Monte Cristo Learning Center, Edcouch, Tx

- Enhanced childcare quality by implementing innovative educational programs and activities.
- Developed staff training programs for effective team collaboration and increased service excellence.
- Managed budget allocation, ensuring optimal resource utilization for facility maintenance and improvement initiatives.
- Established strong relationships with parents through open communication and regular updates on child progress.
- Collaborated with local schools to coordinate seamless transitions for children entering kindergarten.
- Mentored team members to foster professional growth and enhance overall staff performance.
- Conducted regular safety audits, ensuring a secure environment for children and staff alike.
- Organized successful fundraising events to support center programs and resources enhancement.
- Coordinated special events and field trips that enriched children's learning experiences outside the classroom setting.
- Implemented comprehensive health policies aligned with CDC guidelines to minimize illness outbreaks within the facility.
- Operated under licensing guidelines to protect health, safety and well-being of children.
- Supervised and managed team of childcare professionals to guarantee highest standards of care.
- Resolved conflicts and administered corrective action to foster positive experience for children and staff.
- Furnished facility with supplies, equipment, food and materials to foster social and cognitive development.

AUG 2020 - JAN 2024

Director of Operations , Adrianna LLC / Iced Cube, Pharr Tx / Corpus Christi Tx

Responsible for the delivery of exceptional service to our customers.

- Establishes standards of performance for the service staff and quality levels of service to exceed guest expectations. Key factors may include methods of service, timeliness of service, table arrangements.

- Directs and supervises the smooth operation of the private dining.
- Ensure correct handling procedures to minimize breakage and food waste by staff.
- Reviews daily financial transactions and monitors budget to ensure efficient operation, and to ensure expenditures stay within budget limitations.
- Personally handles customer complaints and advises the Manager about appropriate corrective actions taken.
- Maintains inventories of uniforms, service items and forms.

Responsible for supervising and maintaining an adequate number of trained staff:

- Trains new food and beverage staff members to becoming a valuable, contributing staff member.
- Develops and conducts ongoing service and safety training programs to ensure all service personnel are competent in the skills required to maintain quality levels established by policy. Based on performance, appropriately rewards, coaches, counsels, and disciplines employees. Adheres to applicable company policies and procedures and applicable federal and state laws.
- Prepares and delivers scheduled performance evaluations to subordinate staff.
- Conducts nightly pre-shift meetings needed to keep service staff informed of menu changes, specials, and other pertinent information.
- Assures all staff is properly trained on responsible alcohol service and adheres to restaurant alcohol service policy.
- Drafts work schedules to be published weekly for all service staff based upon anticipated business flow.

EMPLOYMENT HISTORY

JUN 2005 - SEP 2014

Sr. Sheriff's Deputy, Hidalgo County Sheriff's Office, Edinburg, TX

- Improved community safety by conducting routine patrols and responding to emergency calls promptly.
- Enhanced public trust by providing professional and compassionate assistance during emergencies.
- Reduced criminal activity through diligent surveillance, proactive policing, and collaboration with local businesses and residents.
- Conducted thorough investigations that led to the successful prosecution of numerous offenders.
- Handled high-pressure situations calmly and professionally, minimizing risks to public safety.
- Provided security at various community events, ensuring a safe environment for attendees.
- Maintained accurate reports and records, aiding in the proper documentation of cases for judicial proceedings.
- Testified effectively in court, presenting clear evidence that contributed to successful case outcomes.
- Developed strong relationships with community leaders, fostering open communication channels for addressing concerns collaboratively.
- Utilized advanced technology tools for efficient information gathering during investigations and daily operations.
- Managed crime scenes meticulously, preserving vital evidence for forensic analysis and case resolutions.
- Demonstrated leadership ability within department ranks by mentoring junior deputies and serving as a reliable source of support for colleagues.
- Investigated incidents and crimes, collected evidence, and recorded witness statements.
- Patrolled designated areas in patrol vehicle and on foot to identify security and safety issues.
- Organized criminal documents such as logs, records, reports, and agendas to streamline processing and improve traceability.
- Identified suspicious activity and conducted interviews with witnesses to build cases.
- Gathered information and evidence to assist in solving crimes.
- Recorded facts to prepare reports documenting incidents and activities.
- Rendered aid to accident victims and other persons requiring first aid for physical injuries.
- Identified, pursued and arrested suspects and perpetrators of criminal acts.
- Performed rescue functions at accidents, emergencies and disasters by directing traffic and administering emergency medical aid.
- Assisted in special investigations and crime prevention programs.
- Thoroughly analyzed criminal information and processed crime scenes.

EDUCATION

MAY 2001

McAllen High School, McAllen, TX

SKILLS

Customer service



Food service



Communication skills



Time management



Documentation review



Leadership

