

JAMARCUS DIXON

Chicago, IL · (312) 877-4561

jmr.dixon05@gmail.com

OBJECTIVE

A resolute and detail-oriented individual looking for an entry-level position at a well-reputed organization to gain experience and exposure and expand my knowledge to expand my growth and newfound skills professionally.

EXPERIENCE

JANUARY 2022 – FEBRUARY 2023

CREW LEAD, WINGSTOP

- Ensure that each Guest receives outstanding service by providing a Guest-friendly environment. That includes greeting and acknowledging every Guest, maintaining outstanding standards, solid product knowledge, and all other components of Guest Service.
- Trains newer or less experienced crew members in their tasks and responsibilities.
- Practices inventory control standards.
- Store policies are being followed by all staff members.
- Ensure appropriate cleanliness, sanitation, safety, and staffing standards are maintained.
- Open and/or close the Restaurant and meet required work hours.
- Manage and motivate the crew members.
- Ensure breaks are coordinated effectively and quickly.
- Assemble and package orders according to the Wingstop standard.
- Assist all other positions when necessary.
- Assist in keeping the kitchen & dining room clean throughout the shift.
- Ensure that all crew members are always health and safety conscious.
- Resolve customer issues with efficiency and a good attitude.

MARCH 2020 – JANUARY 2021

CREW MEMBER, PLANET FITNESS

- Greet members, prospective members and guests, providing exceptional customer service.
- Answering phones in a friendly manner and assist callers with a variety of questions
- Check members into the system.
- New member sign-up
- Take prospective members on tours.
- Facilitate needed updates to member's accounts.
- Respond to member questions and concerns in a timely and professional manner and elevate to Assistant Manager or Manager as needed.
- Assist in maintaining the neatness and cleanliness of the club.

EDUCATION

AUGUST 2022

HIGH SCHOOL DIPLOMA, PERSPECIVES LEADERSHIP CHARTER SCHOOL

Graduated with a 3.4GPA and 14 College Acceptances. I participated in the Debate Club & Basketball Team at Perspectives.

SKILLS

- Communication
- Leadership
- Teamwork
- Emotional Intelligence
- Problem Solving
- Time Management
- Conflict Resolution
- Adaptability

REFERENCES

Available Upon Request