

Brett M. Wolfangel

Multi-Skilled Business Professional

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Qualifications Summary:

Accomplished Multi-Skilled Business Professional with 10+ years of experience leading diverse business operations and generating strong rates of customer satisfaction and retention. Engaging and visionary leader with an aptitude for building motivating multi-disciplinary employees into a cohesive, high performing organization. Highly skilled and able to maintain an exceptional rate of productivity, accuracy, and efficiency within dynamic environments, as well as quickly learn new information, procedures, and technologies. Consistently recognized as a friendly, upbeat, and engaging professional with exceptional interpersonal communications and networking skills.

Areas of Knowledge, Experience & Specialization:

- Cash Management & Reconciliations
- Customer Service & Support
- Data Analysis & Management
- MS Office Suite & MS Access
- Project Management
- Store Management
- Sales & Promotions
- Team Management

Microsoft Excel & Access Technical Skills:

- Advanced Formulas
- Conditional Formatting
- Data Sortation & Filtering
- Databases, Reports & Charts
- Pivot Reporting & Pivot Tables
- Solver & Power Query

Education:	Associate of Arts, Business Ozarks Technical Community College – <i>Springfield, Missouri</i>	06/2016 – 07/2019
	General Business Studies Missouri State University – <i>Springfield, Missouri</i>	08/2015 – 12/2018
	General Transfer Studies Saint Louis Community College – <i>Saint Louis, Missouri</i>	08/2012 – 05/2015

Professional Experience:

Cook, Driver & Food Prep | Imo's Pizza 03/2016 – 08/2019
Served in a multi-disciplinary role at Imo's Pizza while attending college part-time. Executed a wide variety of duties and responsibilities, including food preparation, deliveries, facility management, inventory management, and customer relations. Took customer orders with Thr!ve POS system and prepared food and drinks, effectively monitoring portion sizes and ensuring quality presentation. Provided customer service with a focus on personalization, establishing and maintaining customer relationships through a strong set of interpersonal skills. Ensured adequate cash flow and operational registers. Assisted with counting, verifying, and reconciling sales and cash transactions at registers.

Proven Success & Impact:

- Successfully provided customer service to a diverse client base, demonstrating patience and professionalism to generate strong rates of satisfaction and retention.
- Worked to ensure all regulations regarding cleanliness and food preparation were upheld and in full compliance. Included cleaning food preparation areas and kitchen equipment.
- Recognized by management for outstanding performance and work rate. Successfully received a promotion to Manager at Imo's Pizza, but have declined the position to look for new opportunities.

Assistant Store Manager | Jersey Mike's Subs 07/2009 – 08/2015
Assistant Store Manager at a leading Jersey Mike's location. Opened and closed the restaurant store locations each day. Provided location supervision and management coverage. Personally developed and trained staff in numerous areas, such as food preparation/presentation, sales, customer service, and compliance. Worked hand-in-hand with the Store Manager daily, tasked with providing operational reports and other updates.

Proven Success & Impact:

- Successfully received a promotion to Assistant Store Manager after starting as a Sandwich Maker.
- Implemented improved store customer service and front-facing support operations, leading to increased customer satisfaction.
- Worked with regional distribution centers to maintain adequate restaurant inventory and supplies. Developed inventory management and cost control strategies that effectively minimized food costs and maximized the quality and presentation of menu offerings.