

noah schroeder

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Professional Summary

Resourceful customer service representative with 5 years of experience in food service, including roles at Chipotle Mexican Grill and Rapid Fired Pizza. Proficient in food preparation, kitchen experience, and cooking. Possesses a high school diploma.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

Work Experience

Chipotle Crew Member

Chipotle Mexican Grill-Xenia, OH

January 2020 to December 2022

- Prepared and assembled food items according to Chipotle's recipes and quality standards
- Maintained a clean and organized work area, ensuring compliance with health and safety regulations
- Provided exceptional customer service by greeting customers, taking orders, and answering questions about menu items
- Operated cash registers accurately, handling transactions efficiently while maintaining proper cash handling procedures
- Collaborated with team members to ensure smooth operations during peak hours, effectively managing high volume of orders
- Assisted in training new crew members on company policies, procedures, and food preparation techniques
- Managed inventory levels by monitoring stock levels of ingredients and notifying management when supplies needed replenishment
- Followed all food safety guidelines to prevent cross-contamination and maintain the highest level of cleanliness in food preparation areas
- Demonstrated strong communication skills by effectively communicating customer requests to kitchen staff for accurate order fulfillment
- Contributed to a positive work environment by fostering teamwork, respect, and open communication among crew members
- Consistently achieved XX% accuracy rate in order fulfillment through attention to detail
- Recognized for providing excellent customer service with XX% positive feedback from customers
- Achieved XX% increase in efficiency by implementing streamlined processes for food preparation
- Successfully resolved customer complaints or concerns promptly and professionally
- Demonstrated ability to handle high-pressure situations calmly while maintaining a friendly demeanor
- Proactively restocked ingredients during slow periods to ensure availability during busy times
- Trained new crew members on proper sanitation practices resulting in improved overall cleanliness ratings
- Increased sales revenue by upselling additional menu items at the point of sale
- Maintained knowledge of current promotions or specials to inform customers

- Suggested modifications or alternatives for dietary restrictions or preferences
- Closely followed standard operating procedures (SOPs) for consistent product quality
- Attended regular meetings or training sessions to stay updated on new menu items or company policies
- Assisted in the preparation of catering orders, ensuring accuracy and timeliness
- Collaborated with team members to ensure timely completion of tasks and smooth workflow
- Managed customer complaints or issues, resolving them promptly and effectively
- Maintained a clean dining area by regularly clearing tables and sanitizing surfaces
- Contributed to a positive work environment by fostering teamwork and cooperation among crew members
- Demonstrated strong problem-solving skills by quickly addressing any equipment malfunctions or issues during shifts
- Achieved XX% reduction in food waste through effective portion control measures
- Increased efficiency by implementing time-saving techniques for food preparation
- Trained new crew members on proper food handling procedures, resulting in improved safety standards
- Maintained accurate cash drawer records, balancing cash register at the end of each shift
- Suggested process improvements to management that resulted in increased productivity levels
- Received multiple commendations from customers for providing exceptional service
- Consistently exceeded sales goals through upselling techniques
- Implemented strategies to improve order accuracy resulting in XX% decrease in errors
- Demonstrated ability to handle high-pressure situations calmly while maintaining excellent customer service
- Effectively resolved customer complaints or concerns, ensuring customer satisfaction
- Collaborated with team members to ensure efficient operations during peak hours
- Trained new crew members on company policies, procedures, and best practices

Customer Service Representative, Circle K

Circle K-Xenia, OH

May 2018 to October 2020

- Provided excellent customer service to all gas station patrons, ensuring a positive experience
- Operated cash register and accurately processed transactions for fuel, food, and merchandise purchases
- Monitored fuel levels and restocked pumps as needed to ensure availability for customers
- Performed regular inspections of the gas station premises to maintain cleanliness and safety standards
- Managed inventory of convenience store items, including snacks, beverages, and automotive supplies
- Assisted in receiving deliveries and stocking shelves with new merchandise according to established procedures
- Maintained knowledge of current promotions, discounts, and loyalty programs to effectively communicate them to customers
- Handled customer inquiries regarding products, services, or general information about the gas station
- Safely handled hazardous materials such as gasoline in accordance with industry regulations and guidelines
- Closely monitored security cameras throughout the shift to prevent theft or suspicious activities on the premises
- Collaborated with team members to ensure smooth operations during busy periods or staff shortages
- Demonstrated strong problem-solving skills by resolving customer complaints or issues promptly and satisfactorily

Pizza Maker

Rapid Fired Pizza-Xenia, OH

December 2016 to December 2019

- Prepared and cooked pizzas according to established recipes and customer preferences
- Ensured the quality and consistency of pizza dough, toppings, and sauces
- Operated commercial pizza ovens, ensuring proper temperature control for optimal cooking
- Maintained a clean and organized work area, including food preparation surfaces and utensils
- Managed inventory of pizza ingredients, monitoring stock levels and placing orders as needed
- Collaborated with team members to ensure timely delivery of pizzas to customers
- Followed all health and safety regulations in food handling, storage, and preparation processes
- Assisted in training new pizza makers on proper techniques for dough stretching, topping placement, etc
- Handled cash transactions accurately when taking orders or processing payments from customers

Education

High school diploma

Greene Career Center-Xenia, OH

August 2018 to May 2021

Skills

- Food Preparation
- Cleaning Experience
- Cash register
- Food Handling
- Kitchen Experience
- Food Service
- Cooking
- Food Safety
- Microsoft Word
- Upselling
- Restaurant experience
- Order Fulfillment

Languages

- English - Fluent

Certifications and Licenses

Food Handler Certification