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## Shift Leader Resume

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### Job Objective

To be given the opportunity to obtain a Shift Leader position in which to contribute my skills and experience to aid in the overall success of company.

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### Highlights of Qualifications:

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- Proficient with spreadsheet, word processing, email and Internet software
  - Ability to prioritize, plan and coordinate work activities for the entire staff
  - Ability to direct all staff and clients within their shift
  - Strong time management and organizational skills
  - Excellent customer service, organizational, public speaking and written and verbal communication skills
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### Professional Experience:

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Shift Leader, August 2005 – Present  
Dunkin' Donuts, Fresno, CA

- Acknowledged all guests with a friendly smile and responded to their needs and special requests.
- Empowered the team to satisfy guests and resolved problems.
- Recognized crew members for their efforts and contributions during the shift.
- Helped in product promotions including sampling and ensured crew can properly describe and prepare all promotional products.
- Provided feedback, information and suggestions to Restaurant Manager.
- Ensured the shift is properly staffed and the team is properly deployed to meet standards and goals.

Shift Leader, May 2000 – July 2005  
Weigel Stores Inc, Fresno, CA

- Assisted in developing a staff work schedule.
  - Overseen the program operations within their shift.
  - Directed all staff and clients within their shift.
  - Participated in client intake and assessment interviews.
  - Approved and disapproved any staff work schedule changes.
  - Adhered to agency and program policy and procedure manual.
  - Ensured compliance to state licensing standards as well as funding source guidelines.
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### Education:

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High School Diploma, Monte Vista High School, Danville, CA

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