

Jeremy Goins

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Objective

To obtain a position while using my experience and skills in customer service, as a Manager and Corporate Trainer to expand on my knowledge and growth within the Industry.

Education

- American River College Certificate of Hospitality Management
 - o August 2016 – December 2017

Work Experience

R. Greenleaf, May 2022 - Present

- Store Director
 - o Opened two new dispensaries in the Albuquerque area.
 - o Oversee and uphold all safety and money handling procedures according to company policies.
 - o Responsible for the training and coaching of new employees in the clinic.
 - o Assist in cannabis education of our clinical patients and new recreational clients.
 - o Create and maintain a fun, upbeat atmosphere for our employees and clients.

Outback Steakhouse, June 2019 - May 2022

- Manager
 - o Coach and train all staff.
 - o Handle all product ordering for the facility.
 - o Conduct inspections of facilities on a regular basis.
 - o Welcome, help and socialize with guests.

Romano's Macaroni Grill, February 2018 – June 2019

- Sous Chef/Shift Supervisor
 - o Manage floor to ensure guest satisfaction
 - o Conduct all end of night financials associated with closing the restaurant.
 - o Ensure food quality is up to standard and ticket times are met.

Drizzle Boutique Pastries, July 2016 – February 2018

- Sous Chef
 - o Work with various wineries planning and executing events
 - o Planning of menus in pairing meals with wine tasting dinners
 - o Purchase, prep, prepare and present flavorful meals going out to winery guests
 - o Coordinate with staff in insure proper timing of service

Maggiano's Little Italy, October 2012 – July 2016

- Sous Chef/Banquet Chef
 - Prepare, plan and hire for newly opening restaurant
 - Oversee and train kitchen staff of 20+
 - Inventory and ordering of supplies while managing food cost
 - Prepare specialty dishes on demand for guests with dietary restrictions
 - Management of multiple banquets at once to ensure high quality and on time service for parties of 25-300

Chipman Relocations, December 2008 – December 2012

- Class A Driver/Mover
 - Handled special commodities/ High end moves
 - Provided excellent customer service to customers at a high stress time
 - Ensured safe delivery of personal and corporate property

Family Movers, September 2007 – December 2008

- Driver/Safety Coordinator
 - Provided excellent customer service to customers at a high stress time
 - Ensured safe delivery of personal and corporate property
 - Developed and executed safety plan for company

Murray's disposal company Inc., September 2006 – September 2007

- Recycle Driver
 - Proper maintenance and cleanliness of vehicles
 - Upon completion of route I assisted other drivers to ensure every team member finish

Northwest Cascade Inc., July 2005 – September 2006

- Corporate Trainer
 - Taught CDL course to new hires to ensure passing driver test
 - Driver safety trainer
 - Ensure safety procedure were adhered to in a high risk environment

Wizards of the Coast , May 2000 – July 2005

- Account Executive
 - Managed 376 sales accounts across the U.S.
 - Weekly follow up with clients
 - Involved with game testing and creative feedback sessions
 - Represented company at multiple conventions

Entertainment Publications , July 1999 – May 2000

- Account Executive

- o Maintained 413 nonprofit organizations fundraising programs

- o Ensure proper shipment and delivery of fundraising supplies to organizations o

Assisting with kick off parties to jump start fundraising programs for clients **Military**

United States Air Force – Munitions Systems Specialist

- July 1993 – April 1999