

Amanada Keats

Shift Supervisor

Profile

I am a Shift Supervisor with over 2 years of experience in the restaurant industry. My roles include supervising staff, ensuring customer satisfaction, and managing daily operations. I have a proven track record of successful customer service, increasing sales, and creating a positive work environment. I possess excellent leadership and organizational skills, as well as strong problem-solving and communication abilities. I am passionate about developing my team and helping them to achieve their goals. My dedication to team building and customer satisfaction has enabled me to be successful in my role and contribute to the growth of the restaurant.

Employment History

Shift Supervisor at Advanced Auto Parts, MS

Feb 2023 - Present

- Reduced labor costs by 10% through efficient scheduling: By creating a consistent and optimized work schedule for the team, I was able to reduce labor costs at the Advanced Auto Parts MS location by 10%.
- Increased customer satisfaction ratings by 20%: I implemented an improved customer service system which led to a 20% increase in customer satisfaction ratings.
- Exceeded sales goals by 25%: Through diligent training and support of the sales staff, I was able to exceed the monthly sales goals by 25%.
- Improved inventory accuracy by 15%: By creating a detailed tracking system, I was able to improve the inventory accuracy by 15%.

Shift Lead at Walgreens, MS

Jul 2021 - Jan 2023

- Exceeded monthly sales goal by 10%, increasing store revenue by \$25,000: As Shift Lead at Walgreens, MS, I successfully led my team to exceed the monthly sales goal by 10%, resulting in a \$25,000 increase in store revenue.
- Developed comprehensive training program for new hires: I developed a comprehensive training program that included both classroom instruction and hands-on experience to ensure all new hires were fully trained and equipped to perform their jobs.
- Improved customer service ratings by 20%: I implemented a series of customer service initiatives that improved customer satisfaction ratings by 20%.
- Reduced employee turnover rate by 30%: I implemented a series of employee engagement initiatives that resulted in a 30% reduction in employee turnover rate.

Certificates

Certified Shift Supervisor (CSS)

Feb 2022

✉ amanada.keats@gmail.com

☎ (140) 275-1653

📍 Jackson, MS

Education

Associate's Degree in Supervisory Management at Mississippi Gulf Coast Community College, MS

Sep 2017 - May 2021

Relevant Coursework: Principles and Practices of Supervision, Human Relations, Labor Relations, Organizational Development, and Leadership.

Links

[linkedin.com/in/amanadakeats](https://www.linkedin.com/in/amanadakeats)

Skills

Leadership

Communication

Problem-solving

Time management

Decision-making

Organizational skills

Conflict resolution

Languages

English

Russian

Hobbies