

Sharicka Trundle

Shift Leader

Profile

Dedicated Shift Leader with 1 year of experience in managing and streamlining daily operations, driving employee engagement, and ensuring customer satisfaction. Proven ability to lead teams to achieve goals, maintain high service standards, and efficiently resolve issues. Skilled in training staff, managing scheduling, and implementing process improvements to enhance overall productivity. Adept at fostering a positive work environment while consistently delivering results.

Employment History

Shift Leader at Domino's Pizza, ND

Feb 2023 - Present

- Successfully managed a team of 15 employees, resulting in a 20% increase in overall productivity and a 10% reduction in overtime costs within one year.
- Streamlined the order preparation process, reducing average order completion time by 5 minutes (from 25 to 20 minutes) and increasing customer satisfaction by 15%.
- Implemented a new employee training program, leading to a 30% decrease in order inaccuracies and a 25% improvement in employee retention rates over a six-month period.
- Achieved a record-breaking sales month in December 2021, with a 35% increase in sales compared to the previous year, contributing significantly to the store's annual revenue growth.

Assistant Shift Leader at McDonald's, ND

Aug 2022 - Dec 2022

- Successfully managed a team of 15 crew members during the evening shift, ensuring efficient service and maintaining a high customer satisfaction rate of 95%.
- Increased drive-thru sales by 10% within the first six months of taking over as Assistant Shift Leader, by implementing effective upselling strategies and streamlining the order-taking process.
- Reduced employee turnover by 20% through the implementation of a comprehensive training program and fostering a positive work environment, resulting in improved staff morale and increased productivity.
- Played a key role in achieving a 100% score on the annual health and safety inspection, by ensuring strict adherence to McDonald's safety protocols and maintaining a clean and organized workspace.

Certificates

ServSafe Food Protection Manager Certification

Jan 2022

✉ sharicka.trundle@gmail.com

☎ (753) 547-6841

📍 123 Main St, Fargo, ND 58103

Education

Associate of Applied Science in Business Management at North Dakota State College of Science, Wahpeton, ND

Aug 2018 - May 2022

Relevant Coursework: Business Communication, Organizational Behavior, Marketing, Financial Management, Operations Management, Human Resource Management, Project Management, Business Law, and Business Ethics.

Links

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

Skills

Delegation

Time-management

Conflict-resolution

Decision-making

Motivation

Adaptability

Communication

Languages

English

Dutch