

Alexander Rikken

KEY SKILLS

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| <ul style="list-style-type: none">• Budgeting & Cost Controls• Teambuilding/Training/Supervision• Safety/Sanitation/Quality Controls• Vendor/Inventory Management• Payroll/P&L Management | <ul style="list-style-type: none">• Guest Service Excellence• Cash Controls• Interviewed and Hired Employees• Profit & Growth Strategies• Administered Performance Reviews |
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EXPERIENCE

McDonalds – Greenwood, IN
Leader in Quick Service Operations

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| <ul style="list-style-type: none">• General Manager, Jan 2013-May 2014• Assistant General Manager, August 2012-December 2012• Department Manager, January 2010-August 2012 | <ul style="list-style-type: none">• Training Manager, October 2009-January 2010• Shift Manager, April 2007-October 2009• Crew Person, February 2006-April 2007 |
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Started as a crew member in high school and worked my way through promotions, culminating in the oversight of a 3.5 million dollar restaurant where I managed 75 employees.

Outcomes:

- Averaged a 29.5% profit over the 16 months that I was a General Manager.
- Elevated gross sales anywhere from 3-5% each month that I was General Manager.
- Held the lowest food cost in the organization; lowered total waste numbers; unified the service and production areas to create a cooperative team that was committed to excellent guest service and profitability.
- Helped cut labor percentages by 2% each month that I was General Manager.
- Graduated from Hamburger University with mastery in customer and food service.

C.E.I.P. Mario Vargas Llosa – Las Rozas, Madrid, Spain

Language and Culture Assistant

- Taught 1st through 5th grade ESL
- Taught in a bilingual environment

- Collaborated within a cross-cultural team
- Organized and prepared students for Trinity exam
- Critical thinking, flexibility, analytical skills, working in a high stress environment

VOLUNTEER EXPERIENCE

Indianapolis Parks Department – Indianapolis, IN
Intern

Outcomes:

- Translated the *Indy Greenway Brochure*
- Conducted extensive research on Latino demographics in Indianapolis
- Organized client meetings
- Presented my work to faculty in a formal setting

AWARDS

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- Golden Hat Award for Outstanding Contribution at Hamburger University
 - Dean's List at IUPUI
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EDUCATION

BA in Spanish, December 2014

Indiana University Purdue University Indianapolis

Additional Training & Certifications:

- General Manager Capstone (McDonalds Hamburger University)
- Foundations of Restaurant Department Management
- Department Manager Capstone
- Basics of Restaurant Department Management
- Effective Management Practices
- Advanced Shift Management
- Basic Shift Management
- Organization Technology Person
- ServSafe Certified

Foreign Language:

- Spanish (B2/C1)

