

# Danielle Cortez

## Restaurant General Manager

### CONTACT

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📍 San Antonio, TX

### EDUCATION

#### Bachelor of Business Administration | 2017

University of Texas at San Antonio | San Antonio, TX

#### ServSafe Manager Certified

2024

#### Professional Development

Completed 6-month Leadership Accelerator Program through Taco Bell's internal career path program for high-potential managers.

### AWARDS

⭐️ Named "District Leader of the Quarter" (Q3 2023) for top performance in labor control, staff retention, and positive guest feedback.



### PROFESSIONAL SUMMARY

Experienced fast food manager with 8+ years of leadership experience, including team training, operational oversight, and sales performance improvements at Taco Bell. Committed to motivating teams, improving guest satisfaction scores, and optimizing shift logistics across front- and back-of-house operations.



### EXPERIENCE

#### Restaurant General Manager

2020 - Now

##### Taco Bell – Sun Holdings, Inc., San Antonio, TX

- Manage a 25-person team across daily breakfast, lunch, and dinner service, increasing overall store productivity by 18%.
- Exceed quarterly targets by implementing upsell techniques during rush hours and retraining team on suggestive selling.
- Develop custom shift plans that align with peak traffic data, helping reduce employee burnout and increase guest turnaround speed.
- Mentor three assistant managers, guiding them to promotion readiness through skills assessments and ongoing leadership coaching.

#### Assistant Manager

2017 - 2020

##### Sonic Drive-In – Texas Burger Enterprises, San Antonio, TX

- Supervised 15 team members, ensuring food quality, staff punctuality, and exceptional customer interaction during evening shifts.
- Conducted monthly safety walkthroughs and equipment audits, cutting maintenance costs by identifying minor issues early.
- Managed nightly bank drops and register reports, maintaining 100% accuracy in financial handovers to general management.
- Led team-building workshops to increase communication and reduce staff conflict during peak weekends.



### SKILLS

#### Restaurant operations



#### Sales performance analysis



#### Crew training and retention



#### Schedule planning



#### Shift execution



#### Food and labor cost control

