




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	★★★★★