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### Professional Summary

Focused Culinary Chef and Operations Director with 29 years of success in designing customer-oriented programs and developing high performing service teams. Accomplished in working and developing successful and sustainable programs with local farmers to establish goals and devise strategies driving revenue and customer satisfaction. Created a scalable customer service operations infrastructure and developing social media to market programs. Recognized as one of the top ranking college dining facilities in the northeast region, with the accolades of being recognized as the top university for dining services by Boston Children's Hospital for students with food allergies.

### Skills

Department oversight  
Financial Statement Review  
Employee Motivation  
Recruitment and Hiring  
Records organization and Management

Supplier monitoring  
Cost reductions  
Quality Assurance  
Safety training

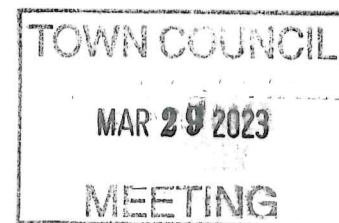
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TOWN CLERK'S OFFICE  
BRISTOL, RHODE ISLAND

### Work History

#### Director of Operations

2015-present

Roger Williams University – Bristol R.I.



- Recruited, trained, supervised and appraise staff
- Oversee the planning of meals, special events, day to day operations of the university's \$6M operational budget.
- Re-design of culinary program as a whole when Corona Virus hit. From Testing the staff, students and contact tracing of staff to feeding our students to dining service options including all to go, as well as scanning bar codes to keep track of students eating with other students.
- Maintain budget targets.
- Achieved substantial customer satisfaction by using market expertise and business knowledge to make proactive decisions
- Developed a resident assistant instructional class including: basic cooking skills, outdoor grilling, and 5 course meals. All classes were taught in the residents dining hall kitchens and finished with a family meal.
- Devised new promotional approaches to boost customer satisfaction, and market while enhancing engagement and driving growth.
- Produced regular performance appraisals to evaluate performance and adjust strategies, as well as developed safety program to aid in lost time reduction and financial savings.
- Delegated assignments based on culinary trends and implemented plans, project needs and knowledge of individual team members
- Designed employee recognition programs awards for safety which boosted productivity and improved moral
- Developed strategy to effectively address students with allergies to provide safe, comprehensive, nutritious meals.

## **Executive Sous Chef**

2000 – 2015

- Recruited, trained, supervised and appraised staff
- Developed training videos in knife safety and safe kitchen techniques. Administered training to all new hires
- Developed cooking classes for alumni including local seafood dishes with wine pairings
- Developed menus, re-designed stations, controlled food costs and oversaw quality, sanitation and safety processes.
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment.
- Generated employee schedules, work assignments.
- Prevented cross-contamination from utensils, surfaces and pans when cooking and plating meals for allergy sufferers.
- Inventoried food, ingredients and supply stock to prepare and plan vendor orders.
- Developed and maintained accountability for safety, quality consistency and adherence to standards.
- Developed our own farm to fork network and was able to grow some local farms production through pre purchasing crops.

## **Executive Chef**

1998-2000

**Salve Regina College – Newport R.I.**

- Developed menus, re-designed stations, controlled food costs and oversee quality, sanitation and safety processes.
- Developed and taught first time students cooking classes, helped Junior and Senior college students to develop basic cooking skills and basic knife cuts.
- Recruited, trained, supervised and appraised new staff members.
- Generated employee schedules, work assignments and determined appropriate compensation rates.
- Delivered excellent food quality and maximized customer satisfaction by preparing meals according to customer's special requests.
- Prevented cross-contamination from utensils, surfaces and pans when cooking and plating meals for allergy sufferers.
- Monitored and controlled overhead and production costs with responsibility for profit and loss.
- Inventoried food, ingredients and supply stock to prepare and plan vendor orders.
- Maintained high food quality standards by checking delivery content to verify product quality and quantity.
- Estimated food consumption and requisitioned food, selected and developed recipes, standardized production recipes for consistent quality and established presentation technique.
- Oversaw scheduling, inventory management and supply ordering to maintain fully stocked kitchen.
- Developed and maintained accountability for safety, quality consistency and adherence to standards.
- Assisted customers in planning corporate events, social galas and gourmet dinners.
- Hired trained and managed all kitchen staff, including employee development, issuing disciplinary action and conducting performance reviews.

## **Sales Representative**

02/2003-02/2004

**Luzo Food services – New Bedford, MA**



- Met with existing customers and prospects to discuss business needs and recommend optimal solutions and products.
- Acquired many new restaurants and helped to develop two more service areas of business in R.I.
- Identify client needs, built relationships and overcame objections to drive sales.
- Utilized professional sales techniques to persuasively communicate with clients.
- Fostered close-nit partnerships with customers to uncover and meet specific goals.
- Created professional sales presentations to effectively demonstrate product features and advantages to drive sales.
- Utilized effective communication and active listening skills to create client rapport to grow profitability.
- Met frequently with technical, product management and service personal to stay current on company offerings and business policies

### **Dining Room Manger**

01/1988-02/1990

#### **The Wharf Tavern – Warren R.I.**

- Directed planning, set up and takedown for special events.
- Organized special reservations and planned restaurant accommodations with the kitchen and front of house staff.
- Maximized quality assurance by completing frequent checks of the line and dining areas.
- Maintained kitchen cleanliness and sanitation through correct procedures and scheduled cleaning of surfaces and equipment.
- Trained staff on proper cooking procedures as well as safety regulations and productivity strategies.
- Verified prepared food meet all standards of quality quantity before serving to our guests.
- Hired and managed all Kitchen and service staff.

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## **EDUCATION**

**1990      Associate of science: Culinary Arts**  
**Johnson & Wales University – Providence R.I.**

**1988      Warren High School – Warren R.I.**

### **Volunteer**

Hope and Main meal site- Assisted in meal prep and distribution during COVID 19 pandemic

Bristol Harbor Master Festival – Preparing meals for the annual festival

Dimon Regional Vocational School - Board member

Volunteer Firefighter – Warren volunteer Station 3 Narragansett fire department

U.S. Coast guard Boat Safety Class Certificate – 2018

Wooden Boat Build – Classic 20 Foot Skiff Built from Scratch 2018 - 2020