

# Lamar Tyler

**Supervisor Non Union - Sodexo**  
Philadelphia, PA 19139  
lamartyler2\_y54@indeedemail.com  
+1 267 496 0543

Proven leader in supervising and running a organization. Offering my many skills and expertise in developing successful growth strategies and training both employees and team leaders in company policy and customer service techniques that will serve any company or brand business plan.

Willing to relocate: Anywhere

## Work Experience

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### **Assistant manager**

Aramark - Philadelphia, PA  
May 2017 to Present

Understands and follows all policies and procedures.

- Assists in ensuring a safe working environment throughout the facility for all employees.
- Assists in monitoring employee productivity and provides suggestions for increased service or productivity.
- Responsible for the oversight of day-to-day activities of subordinates and assigns responsibility for specific work or functional activities as directed by on-site management.
- Responsible for orientation and training of employees.
- Performs day-to-day assignments in addition to oversight duties.
- Works with customers to ensure satisfaction in such areas as quality, service and problem resolution.
- Catering and sales
- Food truck operator

### **Supervisor Non-Union**

Sodexo - Philadelphia, PA  
February 2015 to May 2017

Manage a team of 120 union employees at a college cafeteria & public food court including chain restaurant brands (\*\*Chic-fil-a, \*\*Saladworks, Which Whic, \*\*Burgerfi, ZEN, Twisted- Taco, \*\*Starbucks, \*\*Panda Express, Tony Lukes).

- Encourage employees to provide outstanding customer service by enthusiastically welcoming students, suggesting complementary menu items, regularly checking on guests and serving the highest quality food.
- Verify that each is worker is compliant with federal, state, and company regulated policies regarding food handling and safety.
- Mediate conflict and resolve customer complaints related to food quality, service rendered, wait times, or employee conflicts.
- Create employee schedules and find viable solutions when an employee is unable to make a shift.
- Inspect kitchen areas, workstations, and dining areas to verify that all are clean, safe and in working order.

- Review restaurant ratings, employee conduct and guest feedback to determine areas where things can improve, and come up with innovative solutions to problems.

## Education

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### **Associates of Science in Business Administration in Business Administration**

Colorado Technical University - Philadelphia, PA

2019

### **Associates in Culinary Arts in Culinary Arts**

The Restaurant School of Walnut Hill College - Philadelphia, PA

2016

### **Diploma**

William L. Sayre H.S - Philadelphia, PA

2012

## Skills

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- CUSTOMER SERVICE (8 years)
- MARKETING
- MARKETING/ADVERTISING
- ADVERTISING
- PROBLEM SOLVER (6 years)
- Key Holder (8 years)
- Onsite
- Logistics
- Cash Handling
- Customer Service Skills
- Inventory
- Management
- Sales
- Scheduling
- Team Building
- training
- Catering
- Culinary Experience
- Banquet Experience
- Food Handling
- Food Preparation
- Employee Orientation
- Kitchen Management Experience
- Food Safety

- Microsoft Excel
- Restaurant experience
- Succession planning
- Restaurant management
- Recruiting
- Employee relations

## Certifications and Licenses

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### **ServSafe -2020**

### **Department of Health - 2020**

### **Food Handler Certification**

## Assessments

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### **Attention to Detail: Inventory — Highly Proficient**

July 2019

Applying systematic processes for managing and storing products and merchandise.

Full results: [Highly Proficient](#)

### **Reliability — Expert**

June 2019

Tendency to be dependable and come to work

Full results: [Expert](#)

### **Food Safety — Highly Proficient**

May 2019

Proper food handling, storage, and equipment use for preventing the spread of foodborne illness.

Full results: [Highly Proficient](#)

### **Food Service: Problem Solving Skills — Proficient**

December 2018

Measures a candidate's ability to use logical approaches when solving problems in a restaurant context.

Full results: [Proficient](#)

### **Customer Focus & Orientation — Proficient**

September 2020

Responding to customer situations with sensitivity

Full results: [Proficient](#)

### **Supervisory skills: Motivating & assessing employees — Highly Proficient**

October 2020

Motivating others to achieve objectives and identifying improvements or corrective actions.

Full results: [Highly Proficient](#)

### **Customer service — Proficient**

September 2020

Identifying and resolving common customer issues

Full results: [Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

## Additional Information

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### SKILLS

- Problem solver, organized, communication (verbal & written)
- Microsoft software
- Leadership
- Marketing/advertising via social media.
- Reliable, accurate, detailed-oriented, trustworthy.
- Customer service