

ERIC ASUNCION

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PROFESSIONAL EXPERIENCE

Chipotle Mexican Grill (San Jose, California)

Service Manager (April 2015 – August 2019)

- Led and managed a team of 15+ employees during each shift to ensure safe and quality food was being prepared and served, proper maintenance of a systemized food line with properly functioning line equipment was being carried out, and a top notch customer experience was being provided
- Spearheaded onboarding and training for 100+ new hire employees, ensuring proper knowledge of standard operating and customer service practices
- Analyzed sales growth, cost management, profit growth, and inventory information for curation and submission of daily reports for upper management
- Administered all communication from corporate and upper management
- Assured proper cash handling procedures when managing daily safe amount

Kitchen Manager (January 2015 – April 2015)

- Managed store inventory and placed replenishment orders using ERS software
- Cultivated and maintained an excellent working relationship with external inventory vendors
- Oversaw and ensured payment process to inventory vendors via Invoice Workflow

Crew Member (August 2014 – January 2015)

- Maintained a positive customer experience during food service and cash wrap service
- Ensured safe and quality food was prepared and served

SKILLS

- Exemplary written and verbal communication skills
- 5 years of high level customer service experience
- Well versed in Microsoft Office, Google Suite, ERS, etc.
- Top notch organizational skills and meticulous attention to detail
- Excellent adaptability to various roles and responsibilities
- Self motivated and thrives in demanding environments

EDUCATION

San Jose State University

Bachelor of Arts in English

Graduated May 2020, Magna Cum Laude