

AURORA BANKS

SKILLS

- CRITICAL THINKING AND PROBLEM SOLVING
- TEAMWORK AND COLLABORATION
- PROFESSIONALISM AND STRONG WORK ETHIC
- ORAL AND WRITTEN COMMUNICATIONS SKILLS
- LEADERSHIP
- EMOTIONAL INTELLIGENCE

CONTACT

Phone

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Mail

aurorambanks@gmail.com

PROFILE

Operations visionary focusing on increased productivity, consumer retention and feedback, high levels of engagement from staff and guest.

EXPERIENCE

Compass Group via Levy Concessions Supervisor

2024 - Current

- Effectively managed operations for multiple concession stands, overseeing team performance and ensuring a safe and welcoming environment for guests during operating hours.
- Provided exceptional guest service by greeting, directing, and responding to customer inquiries, enhancing the overall guest experience.
- Maintained a comprehensive understanding of menu offerings, product presentation, and pricing, ensuring accurate and efficient service.
- Oversaw product control, inventory management, and equipment handling to maintain quality and minimize waste.
- Adhered to cash handling policies and upheld strict food safety and sanitation standards to ensure regulatory compliance.
- Independently managed the floor with minimal oversight, establishing a collaborative team culture focused on strong work ethic, accountability, and teamwork.

Compass Group via Levy Operations Supervisor

2023 - 2024

- Communicate, coordinate, and delegate FOH responsibilities to staff to ensure excellent operations are consistently achieved
- Partner with Culinary, Premium, and Concessions departments to create success plan
- Create organized files with HACCP logs and other food and physical safety audits
- Provide continual leadership and guidance to production supervisors and managers for the purpose of increasing their effectiveness and establishing good working relations
- Identify and execute opportunities to develop new and existing businesses through monitoring cash flow, managing expenses, and strategizing for profit

Compass Group via TouchPoint EVS Operations Manager

2018-2023

- Strategist on process improvements to ensure everyone completes their tasks on schedule according to Banquet Event Orders
- Develop revisions to policies and procedures to meet KPIs and rapidly changing market
- Perform daily internal audits with senior management
- Delivery and inventory management
- Interview, hire, onboard and train new employees, design staffing and operational content to align with Touchpoint mission, vision, goals to ensure quality service delivery and recovery
- Collaborating with hospital departmental leaders on daily assignments

AURORA BANKS

EDUCATION

A.N. McCallum High School

High School Diploma
2012–2016

CERTIFICATIONS

- CPR / FIRST AID
- REGULATED MEDICAL WASTE
- BLOODBORNE PATHOGENS
- DEPARTMENT OF TRANSPORTATION
- FOOD HANDLERS CERTIFICATION
- TABC CERTIFICATION

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EXPERIENCE

New Covenant Church Catering Assistant Manager

2016–2023

- Exceeded guest expectations by delivering exceptional catering services through consistent communication, seamless coordination, and meticulous attention to client needs.
- Cultivated in-depth food and wine expertise specific to event locations, enhancing the quality and relevance of menu presentations.
- Built and maintained strong relationships with clients, guests, and subcontractors, fostering a culture of heartfelt hospitality and collaboration within the team.
- Supported company initiatives, upheld show quality standards, and ensured adherence to Levy's steps of service to deliver outstanding guest experiences.
- Successfully managed sales and budget goals by promoting profitable catering services, monitoring revenue growth, and securing timely billing and payments.
- Led and developed team members by providing ongoing feedback, conducting regular meetings, and fostering a positive and productive work environment.

Professional Photography Department Assistant

2018–2020

- Developed portfolios featuring high-quality images that showcased diverse photography techniques.
- Implemented a systematic approach for organizing and storing digital images, ensuring efficient retrieval and minimizing the risk of data loss.
- Utilized post-production applications including Adobe Lightroom, Adobe Photoshop, Capture One, and Camera Raw to apply digital effects, edit, and retouch photos.
- Provided support to photographers in setting up shots, managing lighting, configuring flashes, arranging backgrounds, and positioning props.

Safety and Sanitation Supervisor Private Event Management

2016–2018

- Communicates effectively between operations, quality, and maintenance departments.
- Engages with 1st and 2nd shift ops/maintenance supervisors on relevant activities and updates.
- Follow all Company guidelines, rules, safety, FDA, and GMP policies and procedures.
- Organizes, plans, trains and implements programs to educate employees about food processing sanitation, cleaning techniques and safety.
- Inspects facility and work areas to meet or exceed cleanliness expectations.
- Determines action steps to avoid recurrence of nonconformances using basic Root Cause Analysis techniques. Measures and tracks improvements via established reporting tools