

Rockill Thomas Brown

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Service Team Leader/ Server/ Fitness Trainer/ Coach/ Business
Owner (Certified Trainer)
University of Mount Union (Criminology focus)
Bedford, Ohio

SUMMARY

- Team Leader- Decisive team leader with extensive experience in customer service and call center duties.
- Hard worker, customer service oriented with passion for food team leader and excellent team player seeks opportunity to work in a great place and cook for great people.
- Intuitive leader inspiring high productivity levels: repeated success guiding sizeable teams, training, coaching, customer service, team player and motivating staff.
- Respected team leader and mentor, utilize strong interpersonal communication skills to deliver effective sales team training based on maintaining customer services as top priority to consistently achieve outstanding sales and customer retention.
- Motivated self-starter and team leader that can provide excellent customer service in areas of public service and field operations.
- A position in dining services requiring a proactive team leader with a strong customer focus, a commitment to quality and service objectives, and a solid track record for delivering results.

WORK EXPERIENCE

History: All-Star Assembly (Assembly Contractor) 2020-2024

Rittman High School (Assistant Defensive Coordinator) 2019-2020

Buffalo Wild Wings (Team Lead/ Bartender) 2016-2019

Rock Solid Foundations (Owner/Operator) 2019-2024-\$42,000 Gross

University of Mount Union 2013-2018

Owner

- Strategic Planning and Development: Oversee the creation and implementation of long-term business strategies to drive growth and achieve company goals.

- **Financial Management:** Manage the company's financial health by preparing budgets, analyzing financial data, and making informed financial decisions.
- **Marketing and Sales:** Develop and execute marketing strategies to promote the business, increase brand awareness, and drive sales through various channels.
- **Client Relationship Management:** Build and maintain strong relationships with clients, ensuring high levels of customer satisfaction and retention.
- **Product and Service Innovation:** Continuously innovate and improve the products and services offered, staying ahead of industry trends and meeting client needs.
- **Team Leadership and Management:** Lead, mentor, and manage a team of fitness trainers and administrative staff, fostering a collaborative and productive work environment.
- **Operational Oversight:** Oversee daily business operations, ensuring efficiency, quality control, and adherence to company policies and procedures.
- **Business Development:** Identify and pursue new business opportunities, partnerships, and collaborations to expand the company's reach and market presence.
- **Brand Management:** Maintain and enhance the company's brand image through consistent messaging, high-quality offerings, and exceptional customer service.
- **Community Engagement:** Engage with the local community through events, sponsorships, and outreach programs to build a strong community presence and support network.
- **Technology Integration:** Implement and manage technology solutions to streamline operations, improve customer experience, and enhance business performance.
- **Compliance and Risk Management:** Ensure the business complies with all relevant laws and regulations, and manage risks to safeguard the company's assets and reputation.

Employee

- **Advanced to Shift Leader:** responsibilities included leading servers for each shift, communicating with management, and performing opening and closing duties.
- **Lead Server - Scheduled on Opening & Closing shifts, Delegated Running & Closing Side Work to teammates, Made Cuts & Authorized Teammates were ready for end of shift .**
- **Lead server on most shifts, which included assigning shift duties to other servers as well as maintaining my own station .**
- **Recognized as "Lead Server" which includes mentoring and training new servers, as well as accounting for all wait staff sales and receipts at least three shifts weekly.**
- **Lead server assist in leading the operations and directing the Team Members to perform as efficiently as they can during their shift.**
- **Server/CT(certified trainer) Preparing new employees to become competent servers and provided high level customer service.**
- **Due to experience, moved from server to server trainer in under two years, as well as training new hire employees.**

- Started as a Server, later due to experience and excellent guest service became a server trainer.
- Lead server assist in leading the operations and directing the Team Members to perform as efficiently as they can during their shift.
- Promoted to Shift Team Leader within 3 months of employment.

EDUCATION

Criminology

University Of Mount Union, Alliance, OH - 4 Years

- Numerous classes regarding Criminal Justice, Criminology, Juvenile Justice, Criminal Procedures, PR Civil and Constitutional Law, Basic Social Science, Political Science and Humanities.
- Integrated social scientific theories regarding culture, with a focus on their geospatial aspects from sociology, psychology, criminology, and anthropology.
- I have completed courses such as Corrections, Law Enforcement and Procedures, Substantive Criminal Law, Criminology and Constitutional law.
- I obtain a sociology minor, therefore have taken several classes such as Sex, Love , Relationships, The American Family, and Many faces of poverty.

ADDITIONAL INFORMATION

- Learned many qualities as a leader and a team member Participated in many community projects, food drives, charity events .
- performed as a leader in a team setting ensuring highest quality of customer service in a food service setting leading to a server director position .
- Background encompasses extensive professional experience in Food Service management in the key areas of responsibility: shift leader, server, and cashier.
- Did general cleaning such as sweeping, mopping, cleaning bathrooms, wiping down tables and counters, cleaning up spills, vacuuming and collecting trash to take to dumpster.
- Cleaned windows, and walls using commercial cleaning products, cleaned floors using commercial equipment, such as floor strippers, burnishers and buffers.
- I have a passion for cleaning and being in clean environments which may be a result of growing up in a well maintained home and learning to house keep at a tender age.