

Jeffrey Beck

An unmatched work ethic and a genuine passion for being a positive influence on others.

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I have several years of experience in different types of work environments, from hospitality to production. I feel that this unique work history provides me with an equally unique skill set. I am able to work with little to no supervision once given a task to complete, and do so with an analytical and organized approach.

Work Experience

Department Manager/Front of House

Buffalo Wild Wings - Effingham, IL

December 2020 to Present

1. Hiring, training and development of wait staff.
2. Opening and closing store and running shifts. Including handling deposits and all other financials.
3. Prioritizing work and delegating duties to the team.
4. Providing coverage for vacant positions store wide.
5. Administrative tasks including maintaining compliance with health mandates.
6. Assuring that all company policies and procedures are being followed by the team.

Licensed Insurance Producer

Allstate Insurance - Mattoon, IL

December 2019 to May 2020

1. Providing potential customers with an in depth insurance review to make sure that they understand their policy and help to identify any gaps in coverage.
2. Maintaining an extensive knowledge of all Allstate products and services provided by my agency.
3. Assuring that customers and prospects alike receive customer service far beyond their expectations.

Server/Trainer

Fuji Yama - Mattoon, IL

November 2016 to December 2019

Guest service

1. Warmly and promptly greeting guests and welcoming them to the store as they arrive.
2. Maintaining knowledge of our menu and specials and answering any questions that guests might have.
3. Taking guests' orders and double checking them for accuracy before turning them in to the chefs.
4. Remaining calm and collected during high stress situations.
5. Running orders to the correct tables while maintaining the order of service; Appetizers, Soup and salad, Entrees.
6. Training newly hired servers to meet our standards of service.

Commercial Track Builder

CHI Overhead Doors - Arthur, IL

December 2014 to July 2016

1. Reading and interpreting build instructions for a work order.
2. Pulling required material to complete the work order.
3. Building commercial garage door track according to the build list.
4. Properly labeling finished work orders to be delivered to shipping.
5. Delivering completed orders to the shipping department to be loaded.
6. Cleaning and stocking build tables to be ready for the next shift.

Temporary Worker

Innovative Staff Solutions - Mattoon, IL
October 2014 to December 2014

1. Fill temporary production positions as assigned by agency.
2. Complete on the job training for temporary production positions.
3. Maintain excellent attendance and work performance at assigned positions.

Production Systems Technician

Master Brand Cabinets Incorporated - Arthur, IL
May 2006 to May 2013

5S and continuous improvement initiatives

1. Participate in Kai Zen events to identify areas where continuous improvement may be needed.
2. Assess the data collected from the Kai Zen event and determine the best operating procedures with safety, quality, and continuous improvement in mind.
3. Present findings from Kai Zen event as well as proposed course of action to Plant Superintendent and other members of upper management.
4. Write detailed work instructions that are easy to understand and also standardize production processes.
5. Train all production employees to comply with the new standardized work procedures with special detail given to safety and quality initiatives.
6. Follow up with team members frequently to make sure that the standard is being followed.
7. Act as a liaison between Master Brand Production Systems Managers and Machine Operators.
8. Perform light maintenance duties as needed to complete projects.
9. Track scrap data and enter it into a spread sheet.
10. Attend weekly meetings and present data collected from various departments.

Shift Manager

Pizza Hut - Shelbyville, IL
May 1997 to October 2000

1. Open the store and make all preparations for the start of the shift.
2. Check the schedule to assure that we were properly staffed for the day.
3. Count down drawers for the cash register to make sure that they were correct.
4. Delegate team members' assignments for the shift.
5. Handle any concerns of staff or customers.
6. Count down cash drawers at the end of the shift and check for accuracy.
7. Meet with the next shifts manager to discuss any issues that day.
8. Make a cash deposit at the bank at the end of the shift.

Education

None in Business

Lakeland Community College - Mattoon, IL
August 2019 to Present

High school or equivalent in College Prep

Shelbyville High School - Shelbyville, IL
September 1993 to May 1997

Skills

- Management Experience (3 years)
- Serving Experience (10+ years)
- Trainer (6 years)
- Manufacturing Experience (10+ years)
- Continuous Improvement (7 years)
- Lean Manufacturing (7 years)
- 5S (7 years)
- Insurance Sales (Less than 1 year)
- Customer service (1 year)
- Cold Calling (1 year)
- Production Management (2 years)
- Lean (4 years)
- Inside Sales
- Restaurant experience (10+ years)
- Food service
- Supervising experience

Certifications and Licenses

Property & Casualty License

January 2020 to January 2022

Insurance Producer License

January 2020 to January 2022

ServSafe Alcohol

ServSafe Food Handler

Assessments

Food Safety — Highly Proficient

April 2019

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

Full results: [Highly Proficient](#)

Call Center Customer Service — Highly Proficient

October 2020

Applying customer service skills in a call center setting

Full results: [Highly Proficient](#)

Sales Skills — Highly Proficient

October 2020

Influencing and negotiating with customers

Full results: [Highly Proficient](#)

Active Listening — Expert

October 2020

Actively listening and appropriately responding in conversations

Full results: [Expert](#)

Marketing — Highly Proficient

October 2020

Understanding a target audience and how to best communicate with them

Full results: [Highly Proficient](#)

Management & Leadership Skills: Planning & Execution — Highly Proficient

November 2020

Planning and managing resources to accomplish organizational goals

Full results: [Highly Proficient](#)

Management & Leadership Skills: Impact & Influence — Highly Proficient

November 2020

Choosing the most effective strategy to inspire and influence others to meet business objectives

Full results: [Highly Proficient](#)

Inside Sales — Highly Proficient

November 2020

Understanding and responding appropriately in sales scenarios, and performing common sales calculations

Full results: [Highly Proficient](#)

Numerical Reasoning Skills — Highly Proficient

November 2020

Quickly and accurately performing basic mathematical operations, recognizing numerical sequences, and interpreting graphs

Full results: [Highly Proficient](#)

Mechanical Knowledge — Expert

November 2020

Understanding and applying mechanical concepts and processes
Full results: [Expert](#)

Verbal Communication — Proficient

October 2020

Speaking clearly, correctly, and concisely
Full results: [Proficient](#)

Customer Service Manager — Highly Proficient

November 2020

Managing customer service representatives and resolving customer issues
Full results: [Highly Proficient](#)

Restaurant Manager — Highly Proficient

November 2020

Managing restaurant staff and meeting customer expectations
Full results: [Highly Proficient](#)

General manager (hospitality) — Proficient

June 2021

Solving group scheduling problems and reading and interpreting P&L statements
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

I am a highly motivated person with an excellent work ethic. I give my absolute best effort in all that I do, going above and beyond to exceed even the highest expectations.