

ANTHONY DANIEL NILES

EDUCATION

August 1995 – May 1999 Charleston High School, Charleston, IL

General education/ Diploma

- Spanish club member, Art club member, Jazz band member, Marching band/Pep band member
- Diploma received with high honors

August 1999 – May 2003 Eastern Illinois University, Charleston, IL

Bachelor of Arts in the field of Sociology

- Sociology club Member
- Sociology studies provided me with skills in research, scientific process, and computer skills including data entry, data analysis and presentation of results/findings. In addition, the Sociology background provides me with skills of understanding human social behavior and how people respond and react to all aspects of everyday social life.

PROFESSIONAL EXPERIENCE

October 2006 – December 2010;

January 2017 - Present Firefly Grill, Effingham, IL

Line Cook/ Kitchen Manager/ Sous Chef

- As in previous jobs began as line cook and quickly progressed to learn all stations of the kitchen and became a kitchen manager/ Sous Chef
- As Sous Chef I worked directly beneath the Head Chef/ Owner of the restaurant to help oversee ALL aspects of the kitchen/ restaurant and completely oversee those duties in lieu of the Head Chef
- Duties/ Responsibilities include creating new menu items each day, updating the menus daily, overseeing and assigning all prep work to various workers, daily orders for food, equipment and other kitchen products. As a manager I was also responsible for dealing with any other issues that may arise.

December 2010 – December 2016 Patterson Technology Center,
Effingham, IL

*Support Specialist/Tier 2 Support Specialist/ Tier 3 Support Specialist/Product
Support Expert*

- Began as a Tier 1 Support Specialist for Eaglesoft in December of 2010 and was promoted to Tier 2 Support Specialist in May of 2012. Have been responsible for delivering customer service and handling support calls. Also as a Tier 2 assisted Support Quality Department with Call Observations from Feb-May 2014
- In July 2014 was promoted to Tier 3 support specialist. Duties including handling chats from support specialist, maintaining FAQ, Training New Specialist and continued training for existing specialist, creating trainings, conducting Side by Sides with support specialist, reviewing and monitoring team Open Incidents, researching customer issues, handling customer escalations, taking support calls as needed.

August 2001 – May 2005 Alamo Steakhouse, Mattoon, IL

Line Cook/ Sous Chef

- Began as a line cook and quickly learned each station and became responsible for all opening duties when the kitchen manager/ head chef was not. Duties included preparation of all food for nightly service, ordering of food, equipment and other necessary products. Leading kitchen staff through service and overseeing all kitchen work.

July 1997 – December 2001 What's Cookin' , Charleston, IL

Dishwasher/Prep Cook/ Line Cook

- Began as a dishwasher and quickly moved up to kitchen work in which duties included daily prep work. Later became line cook and was a shift supervisor responsible for seeing the kitchen through service during various shifts.

REFERENCES

Misty Freeman	(217)549-3869
Niall D Campbell	(217)342-2002
Wm. Reed Benedict	(217)345-5299