

Daniel Example

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PROFESSIONAL SUMMARY

Ambitious senior Business student with hands-on experience in the fast-food industry, offering strong transferable skills in customer service, team coordination, and operational efficiency. Adept at managing high-pressure situations and fostering positive team dynamics. Passionate about human resource management, with a focus on enhancing employee engagement, development, and performance.

EDUCATION

Bachelor of Science in Business

Anticipated May 2026

Regent University, Virginia Beach, VA

- **Specialization:** Human Resource Management
- **Organizations:** Student Activities Board (SBA), Fellowship of Christian Athletes (FCA)

CUSTOMER SERVICE EXPERIENCE

Team Member

December 2023 - Present

Waffle House, Chesapeake, VA

- Provide exceptional customer service in a fast-paced environment, ensuring a positive dining experience for all guests
- Collaborate with kitchen staff to ensure timely preparation and delivery of meals, reducing customer wait times by 20%
- Maintain a clean and organized work area, adhering to all health and safety standards
- Train and mentor new employees, improving team performance and service consistency
- Address and resolve customer concerns, leading to increased customer satisfaction and repeat business
- Efficiently took and processed customer orders, maintains accuracy and speed during peak hours

COMMUNITY SERVICE

Soup Kitchen Meal Server

January 2024 - Present

Christian Embassy International Church, Chesapeake, VA

- Prepare and serve nutritious meals to over 55 individuals in the local homeless community in the Hampton Roads area, consistently providing support 1 to 2 times per month
- Led the recruitment and establishment of partnerships with 12+ local food service businesses, securing donations of perishable and non-perishable goods to support the church food bank
- Developed and implemented strategies for improving food donation processes, resulting in increased contributions and enhanced support for the church's food bank initiatives

SKILLS

- Customer service and problem solving
- Dynamic work environment
- Organizational and multitasking skills
- Community engagement
- Relationship management
- Team collaboration and training