



CAREERTUNERS
Moving your career forward

Case Study: Management

We helped Ray Crabtree land his dream job in Engineering Management with double his salary.

»» Here's what Ray had to say about our work:



Ray Crabtree

★★★★★ 2 months ago



I have worked with Fatima and CareerTuners since 2019 and found their resume-writing services exceptional. During this time, I landed two new roles using the resume Fatima prepared for me and recently returned to get my resume optimized for my latest accomplishments. As soon as I started applying using my latest resume, I landed my target role, and that too with double the salary offer from what I was making already. I guarantee you will get results from Fatima's close consultation and guidance and I highly recommend her if you are looking to level up your job search and outreach.

Ray's backstory:

He wanted to transition from direct hospitality to engineering management. But, had many red flags: job hopping, unclear career progression, and a missing college degree. His resume also lacked significant accomplishments.

Along with ATS optimization, we did three things:

- 1 Uncovered his accomplishments that focused on management. Ensured alignment with employer needs.
- 2 Highlighted his transformational leadership capabilities to downplay short tenures.
- 3 Compensated for the lack of degree by making his personal brand all about his continuous development.

Where is Ray now?

Soon, Ray secured a Director of Engineering role, doubling his salary.

A year later, he came back to us for a resume update, which also resulted in a great job.

Due to his exceptional experience with us, he returned for a second round of updates recently.

Warning: The following pages have been saved as images in order to protect Ray's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring Ray, please email us at contact@careertuners.com so we can forward your email to him.

Here's the resume we made for him:

Ray Crabtree

442.285.6692 | raygene66216@outlook.com | Apple Valley, CA 92308 | [linkedin.com/in/ray-crabtree](https://www.linkedin.com/in/ray-crabtree)

Creates top-of-the-line customer experiences by maintaining food quality, training staff, and ensuring quick service delivery.

Restaurant Management | Customer Service | Regulatory Compliance | Business Operations | Staff Scheduling | P&L

- **Inventory Management:** Preserved product freshness and avoided food wastage at Polly's by suggesting FIFO inventory valuation implementation; enabled managers to access real-time depletion and inventory counts instantly.
- **Process Optimization:** Expedited order delivery at Popeye's Chicken by decreasing the food prep time from 25 to 12 minutes. Eliminated shift overtime by streamlining daily employee reporting.
- **Exemplary Service Standards:** Singlehandedly took charge of complete business operations at Ryan's following massive management turnover. Ensured uninterrupted service by working round the clock without replacements for 2 months.

Staff Training & Development
Preventive Maintenance
Health & Safety Management

Quality Customer Service
On-the-Spot Issue Resolution
Vendor Contracts

Quality Assurance
People Management
Optimizing Restaurant Sales & Cashflow

Professional Experience

Maintenance Reliability Engineer, Ray's Repair

09/18 - Present

Offer wide-ranging repair and maintenance services to clients at the Jess Ranch RV park: plumbing, painting, carpentry, electrical works, and air conditioning system troubleshooting. Ensure complete customer satisfaction from issue identification to service delivery by leveraging the knowledge of technical manuals, determining the scope of repair, and conducting routine checks on fixtures and air conditioning, electrical, and plumbing systems.

Other experience: Pro-Loader, Lowe's LLC Apple Valley

04/16 - 08/18

Director of Engineering, Vanlee Hotel and Suites by LVGEM

01/18 - 04/18

Transformed a failing business into an operational, revenue-generating venture by overseeing the hotel's maintenance and repair operations with a 4-member team; immediately executed extensive repair plans for 300+ rooms. Maintained property, equipment, and other assets while ensuring profitable company operations.

- Took over as engineering lead to rejuvenate a 98% non-functional hotel; refurbished 14 rooms in just 1 week by prioritizing repair work. Generated revenue by achieving maximum capacity in a short span of time.
- Boosted quality service standards by proposing long-term operational improvement plans, including addressing issues like hot water unavailability and potential leakages; suggested purchasing a second boiler and repairing the main waterline.

Kitchen Manager, Polly's Inc.

08/15 - 02/16

Created unique dining experiences at this regional restaurant and bakery chain best known for its pie selection and diner standards. Oversaw key administrative processes including cash handling, front- and back-end operational compliance, and daily inventory monitoring. Went through intensive 4-week training at different restaurant locations to learn the art of making pies and serving culinary delectables; welcomed negative customer feedback to revitalize weak performance areas.

Kitchen Manager, Best Western Plus

08/13 - 08/15

Provided complimentary breakfast service to guests; ensured adherence to the company's quality and sanitary standards; created and updated staff schedules to provide uninterrupted service during rush hours. Maintained consistent inventory level; ordered buffet supplies and fresh food items according to demand. Calmly diffused escalated guest situations and offered complimentary services to aggrieved customers.

Kitchen Manager, Sirloin Stockade

10/12 - 01/13

Steered kitchen operations for one of the pioneers of the steakhouse-and-buffet concept. Worked with a team of 4. Maximized efficiency and product quality by attracting, selecting, and developing competent frontline staff; consolidated shift deposits and developed daily operational reports for corporate leadership.

- Boosted productivity by providing on-the-job training; partnered best-performing employees with new trainees. Evaluated mentor performance based on their team's success.
- Consistently achieved an A+ hygiene rating by improving compliance with federal health code regulations.
- Handled procurement, inventory, and cash operations; ensured optimal stock levels on real-time data and forecasts.

General Manager, Hometown Buffet/Ryan's Steakhouse

01/08 - 10/12

Previously: Kitchen Manager & Service Manager.

Promoted to lead ~\$20K/week high-volume restaurant operations; oversaw financial performance, managed staff, and drove service excellence. Achieved aggressive sales, service, and profitability goals by training and nurturing a dynamic team of managers and restaurant staff. Successfully de-escalated tough customer situations through one-on-one communication. Managed weekly and monthly financial reconciliations and reporting.

- Built customer loyalty by providing front-of-house and lobby guest services to 200+ customers daily; drove revenue by upselling ancillary services and by ensuring staff participation in special promotional events.
- Mitigated an unusual hike in food cost by monitoring monthly and weekly P&L statements; investigated the issue and held the offender accountable. Identified cash thefts and established controls to avoid future occurrences.
- Managed a kitchen team of 6; handled menu development, budgets, food procurement, and regulatory operations during regular and rush days. Secured an A+ health department rating for workplace cleanliness and hygiene.
- Maintained food quality by guiding carvers on serving optimum steak size. Reduced inventory cost and food wastage by utilizing weekly sales data to estimate raw material supply and manage usage.
- Recruited talent and decreased employee turnover by implementing an exhaustive selection process. Utilized hands-on training techniques to coach new employees on providing quality guest service.
- Developed a reputation as a service-oriented restaurant by patiently listening to complaints. Boosted customer intake during the holiday season by offering special discounts and making necessary menu adjustments; prepared dinner specials.

General Manager, Ray's Town Diner

01/07 - 12/07

Took over complete restaurant and bar operations in the owner's absence. Hired and trained a top-performing team of managers and staff. Oversaw maintenance and upkeep of the dining areas, kitchen, and restaurant exterior; maintained a safe, secure, and healthy dining environment by establishing, following, and enforcing strict sanitation standards.

Operations Training Manager, Popeye's Chicken

12/03 - 12/06

Spearheaded a comprehensive corporate operations training program, empowering managers to quickly take over their own stores. Trained 6 cross-department managers and multiple employees on the restaurant's hospitality standards, performance metrics, and improvement expectations. Drove service and client value by adopting powerful internal controls.

Education

Diploma in Heating and Air Conditioning, Ashworth College

2017

Hospitality Management Training & Certifications: ServSafe Certification (In Progress), Buffets Management Development Program, Buffets Inc. (2008), Certificate of Achievement, Popeyes Chicken and Biscuit Operations Management Training (2004), & Field Training Program, Buffet Inc. (2004).

And here's the resume he was using before he worked with us...



RAY CRABTREE

3126

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(760) 508-

***Restaurant management specialist available to contribute talents toward optimizing operational and financial performance as General Manager/Assistant General Manager
WILLING TO RELOCATE***

PROFILE

- Numerous years of successful experience in fast food, buffet and high-volume restaurant management, with extensive background in steering full-scope operations spanning human resources, business development, guest services, inventory control, purchasing, menu development, food production, quality assurance, standards compliance, administrative, and financial/P&L
- Expertly hire, train, develop, coach, and direct top-performing management and support teams, with valuable background in delivering corporate management training programs; facilitate a motivating, collaborative teamwork environment instrumental to boosting staff performance, morale and retention
- Strategically manage operations to maximize use of resources, increase productivity and efficiency, control costs, and optimize bottom-line profits while ensuring delivery of world-class service
- Proficient in cost-effectively controlling and purchasing high-volume inventory
- Knowledgeable in food service industry health, safety and sanitation standards; Serv-Safe Certified
- Numerous certificates in Operations Management, Management Development and Field Training

PROFESSIONAL BACKGROUND

Lowe's LLC Apple Valley

Pro-Loader Loading and unloading commercial trucks operating a fork lift

2016-2018

Polly's INC Anaheim CA

2015-2016

Kitchen Manager

- Efficiently manage day to day operations and keeping within company standards on all aspects of service.

Sirloin Stockade-Hutchinson, KS

2012-2013

Kitchen Manager

- Steered kitchen operations spanning human resources, inventory, procurement, and menu development/roll-outs through quality assurance, standards compliance, administrative, and financial
- Effectively hired, trained, scheduled, and supervised staff, with strong focus on maximizing productivity, efficiency and product quality while meeting labor budget goals
- Strategically controlled and ordered weekly and monthly inventories to maintain optimal stock levels based on real-time and forecasted trends
- Efficiently consolidated shift deposits as well as developed daily reports for submission to corporate

Hometown Buffet/Ryan's Steakhouse-Kansas City, MO/Kansas City & Shawnee, KS

2008-2012

General Manager; 2012

- Promoted to direct all daily operations of high-volume location, with P&L accountability
- Successfully trained, developed, coached, and led dynamic team of managers and staff to achieve aggressive performance goals across sales, guest services, cost controls, and bottom-line profits
- Proficiently managed weekly and monthly financial reconciliations and reporting

Kitchen Manager; 2010-2012

- Progressed to manage kitchen operations ranging from menu development, food production and staffing/team leadership through inventory control, ordering, deposits, and administrative

Service Manager; 2008-2010

- Played key role in ensuring satisfaction, building loyalty, growing business, and driving sales by continually delivering quality front-of-house/lobby guest servicing

His resume previously wasn't structured neatly. We fixed that for him, too.

Page 2

Ray's Town Diner-Raytown, MO

2007

General Manager

- Steered daily operations to successfully retain customers, generate new business, increase sales, and boost profits
- Effectively hired, trained, coached, and built top-performing team of managers and staff
- Cost-effectively controlled and ordered inventory and supplies

Popeye's Chicken-Raytown, MO

2003-2006

Operations Training Manager

- Presented comprehensive corporate operations training program positioning candidates for successful store management within organization

RAY CRABTREE

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Dear HR department or hiring manager

I am currently seeking a challenging new career opportunity in management and am submitting my resume for your review. In advance, thank you for your time and consideration.

As demonstrated, I've built a successful restaurant management career over the span of numerous years in positions ranging from Service Manager and Kitchen Manager to Corporate Operations Training Manager and General Manager. I excel in defining and executing targeted strategies to boost productivity, efficiency, quality, guest satisfaction, sales, and profits and am highly effective in hiring, training, building, and leading top-performing teams to consistently achieve and surpass aggressive operational and financial performance goals.

With broad-scope experience in all aspects of operations, I am confident that I can deliver immediate and long-range results as a member of your management team. As a manager you will find me to be a motivating, hands-on leader and collaborative team player committed to contributing to your success. I welcome the opportunity to interview at your earliest convenience, and look forward to your response.

Sincerely,

Ray Crabtree

Would you like us to redo your resume, too?

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