

Sample Resume

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Extensive expertise in food services, Installation Support Services (ISS), and contract management

Performance-driven professional with +20 years of military experience in the US Army and extensive background in Food Service Operations to serve dining facility in line with health and safety regulations. Strong business acumen with a thorough understanding of profit & loss management, budgeting, forecasting, menu selection, and ordering. Excellent prioritization and time management skills, directing various projects in a fast-paced environment. Strategic leader; supporting staff to lead towards success while ensuring achievement of set company targets and performance metrics. Articulate communicator establishes and fosters robust liaisons with team members, seniors, and customers and guarantees maximum profit attainment. Adept at overseeing military Dining Facilities (DFAC) daily operations, providing quality meals, and fulfilling all customer service quality standards. A proactive achiever, adept at prioritizing tasks and completing them promptly thereby producing positive results and exceeding client's expectations.

Core Areas of expertise

Strategic Planning & Implementation | Budgeting & Forecasting | Profit Optimization | Food Preparation | Customer Service Resources Administration | Equipment Maintenance | Staff Leadership & Training | Forecasting & Budgeting | Facility Operation Management | Menu Planning | Financial Administration | HSE Regulations | Professional Liaison Building | Process Improvement

KEY ACCOMPLISHMENTS

- Maintained 10 million dollars' worth of foodservice equipment and administered resources, which resulted in a 4% increase in budget efficiency.
- Achieved Customer Dining Satisfaction ratings by +95% quarterly through exceptional service delivery.
- Accomplished set metrics through profit and loss management, accurate budgeting, forecasting, menu selection, ordering, and food preparation.
- Attained the highest standards of service in the production while adhering to the Continuity of Operations (CONOPS) menus.

PROFESSIONAL EXPERIENCE

KUWAIT, THE BRIDGE COMPANY

2019 – Present

Project Manager

Manage the P&L of the DFAC Contract by liaising with the business partners to include finance, contracts, and supply chain management to ensure contract success, and managed labor force for US Military DFACs throughout the regional operating area of Kuwait. Plan, assess, and improve contract performance and mentor staff to ensure successful contract execution within the set time, safety, regulatory, and budgetary constraints. Optimize all food service functions within the program through strategic development and maintain logistics and customer service at high standards. Coordinate the development of food service-related sub-contracts as well as in the vendor selection and subsequent evaluations. Analyze and enhance food service operations' effectiveness, prepare assessment reports, and provide recommendations to improve operations and solve food service-related issues.

AL JABER AIRBASE, KUWAIT, P.A.E.

2016 – 2019

Alternate Site Manager

Spearheaded an Installation Support Services contract by liaising with the 150 OCNs and 20 American nationals. Areas of responsibility included two DFACs, two fitness centers, one MWR facility, an education center, one Linen Exchange Center, a maintenance program, custodial services, and one swimming pool. Directed installation & environmental planning, project programming, technical design, and construction surveillance for projects to maintain, restore, and upgrade base facilities and infrastructure systems. Managed the development and implemented effective plans related to technical and project management. Interface frequently with customers & internal company staff and performed project status reviews to discuss in team meetings and various other business meetings.

- Played a crucial role in successfully delivering the complete program management services to the installation process and ensuring contract compliance with the Federal, State, and Local government regulations.
- Established and managed a marketing program for Expeditionary Force Support Squadron (EFSS).

- Represented the company by resolving contractual or administrative questions and built professional customer relationships with the Government.
- Worked to establish a comprehensive program for accountability and servicing of Government Furnished Equipment (GFE) following government property guidelines.

SCHOFIELD BARRACKS, HAWAII, DELLEW CORP

2016

Subsistence Supply Manager

Supervised the Subsistence Supply Management staff of the Food Program Management Office to ensure performance excellence. Coordinated unit operations with the required installation activities such as depots, Finance, Vet services, and Single Stock Fund. Provided technical guidance and training to subordinate employees in the proper procedures and item management and accounting methods. Prepared data and reports for overall commodity categories and ensured verification and maintenance of requisitioning levels per applicable regulations and Standard Operating Procedures. Reviewed vendors' abstracts and reimbursable issues to ensure compliance of maintenance procedures in line with existing regulations. Supported Subsistence Supply Management Office requirements by managing blanket purchase agreements and contracts issued by Defense Logistics Agency and the local Mission Installation and Contracting Command (MICC).

FORT SHAFTER, HAWAII

2013 – 2016

Senior Culinary Manager

Prepared over 1,800 meals daily by serving as a Senior Culinary Manager for a Dining Facility (DFAC). Provided best customer services and attained positive feedback regularly. Improved functional efficiency by delivering the best dining facilities to customers.

- Mentored teams to participate in the Annual Culinary Arts Competition, which resulted in the Year awards in 2015 and 2016.

FORT KNOX, KENTUCKY

2010 – 2013

Career Manager / Professional Development NCO

Built and directed all 10,000 Food Service personnel in the United States Army and ensured ongoing performance excellence. Provided additional support and training to the staff on Food Service to build their career and provided useful recommendations to improve the career-enhancing assignments, training, and NCO Education Systems (NCOES). Monitored all Food Service staff's progress and managed workforce planning to confirm all Army operations' fulfillment. Supported staff on career management and progression and oversaw nominations for special assignments to include Recruiter, Drill Sergeant, and AIT Platoon Sergeant.

Previous roles with Fort Riley and Schofield Barracks across Kansas and Hawaii: Food Operations NCO (2000 – 2009)

EDUCATION

North Central Institute, General Education

Food Service Management Course, Graduated with Distinguished Honors
Senior-level Leadership, Technical, and Management Development Course

Advanced Leadership and Management Development Course

Advanced Skills course – Food Service Specialist

ServSafe Certified

Security Clearance (SECRET)

Certified Forklift Operator 2-6K

Technical Proficiency

MAC and Windows Operating Systems

Microsoft Office Suite – Word, Excel, PowerPoint

Other software: AFMIS, STORES