# Gagik Méndez

*Senior Project Manager Candidate*

Los Angeles · CA · US

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| **Profile**  Detail-oriented professional with over 12 years of progressive experience in retail operations and restaurant management, seeking to transition into a Senior Project Manager role within the QDOBA Operations Services team. Demonstrated ability to lead teams, manage daily operations, and support organizational efficiency in fast-paced environments. Possesses strong foundational knowledge of restaurant workflows, employee training, and process coordination. Currently pursuing PMP certification and building project management competencies through coursework and on-the-job planning responsibilities. A collaborative communicator with experience supporting cross-functional initiatives, though limited direct experience in formal project lifecycle management. Eager to leverage operational background and grow within a structured project delivery framework.  **Skills**  Project Planning & Scheduling, Restaurant Operations & Workflow, Team Leadership & Supervision, Process Coordination, Budget Tracking, Stakeholder Communication, Change Management Support, Conflict Resolution, Inventory & Supply Management, Customer Service Excellence, Training & Onboarding, Data Entry & Reporting, Microsoft Office Suite, POS Systems, Operational Documentation, Problem Solving & Adaptability, Time Management, Cross-functional Collaboration, Performance Monitoring, Risk Identification, Vendor Coordination, Meeting Facilitation, Presentation Skills, Data Analysis, Active Listening, Coaching & Feedback Delivery, Compliance Awareness, Travel Readiness  **Languages**  English — fluent  Spanish — conversational  Armenian — native  **Awards**  Team Leader of the Quarter | 2021-09-01  Chipotle Mexican Grill  Recognized as “Team Leader of the Quarter” for Q3 2021 for consistent front-line performance and staff development.  Team Leader of the Quarter | 2023-03-01  Chipotle Mexican Grill  Recognized as “Team Leader of the Quarter” for Q1 2023 for consistent front-line performance and staff development.  **Certifications**  ServSafe Food Protection Manager Certification | 2023-01-01  ServSafe  PMP Certification | 2025-06-01  Project Management Institute | **Experience**  **Shift Supervisor – Restaurant Operations at Chipotle Mexican Grill**  01 Apr 2020 – Present  Supervise daily shift operations for a high-volume restaurant, leading teams of 8–12 staff during peak hours. Coordinate staff scheduling, inventory ordering, and adherence to food safety protocols. Support onboarding and training of new employees, reducing onboarding time by approximately 15% through streamlined shadowing processes. Acted as point of contact for field vendor deliveries and coordinated equipment maintenance scheduling with regional operations team. Participated in rollout of updated digital menu boards by relaying field feedback to corporate support team. Logged and tracked labor and food cost variances weekly using internal reporting tools; communicated summaries to store manager. Maintained open communication with operations manager regarding workflow challenges and staffing gaps.   * Recognized as “Team Leader of the Quarter” twice (Q3 2021, Q1 2023) for consistent front-line performance and staff development.   **Assistant Manager – Retail & Hospitality Operations at Panda Express**  01 Jun 2016 – 01 Mar 2020  Supported store manager in daily operations including payroll processing, labor scheduling, and inventory audits. Managed shift handover communications and documented operational issues for weekly regional review meetings. Streamlined backroom inventory organization, contributing to a 20% reduction in ingredient waste over six months. Participated in company-wide test of a new labor tracking software, providing user feedback from operational perspective. Coordinated vendor deliveries and ensured timely setup of promotional materials in compliance with brand standards. Communicated customer feedback trends to district operations lead for potential process improvements.   * Assisted in achieving 95%+ compliance score on regional health inspections for three consecutive quarters.   **Team Member / Crew Lead at Subway**  01 Jan 2013 – 01 May 2016  Executed food preparation, customer service, and cash handling duties in a fast-paced environment. Promoted to Crew Lead after one year, supervising shifts and assisting the manager with daily opening/closing procedures. Trained 15+ new team members on food safety, POS use, and customer engagement practices. Monitored stock levels and supported weekly inventory counts using basic spreadsheet tracking. Helped implement minor workflow tweak in sandwich assembly line that reduced average service time by 90 seconds during lunch peak.  **Education & Training**  **Bachelor of Arts, Business Administration**  California State University, Northridge, CA  – 01 May 2012  **Online Certificate – In Progress, Project Management Fundamentals**  Coursera / University of California, Irvine  – 01 Dec 2024  **Projects**  **Onboarding Duration Reduction**  Reduced onboarding duration by 15% through development of shift-specific training checklists at Chipotle.  **Ingredient Waste Reduction**  Contributed to 20% decrease in ingredient waste at Panda Express by redesigning storage layout and tracking frequency.  **Service Time Improvement**  Improved lunch shift service time at Subway by introducing a task rotation system for crew members.  **Health Compliance Achievement**  Achieved 95%+ health compliance rating across three quarters at Panda Express through consistent protocol enforcement.  **References**  References available upon request. |