BRIANNA CASTILLO

RESTAURANT SHIFT LEADER

CONTACT

brianna.castillo@email.com
(210) 555-0142
San Antonio, TX
linkedin.com/in/briannacastillo

SUMMARY

Restaurant shift leader with 3 years in food service, now running dinner shifts for a 120-seat fast casual restaurant with 30 employees. Handles crew coordination, food safety checks, cash handling and guest issues, with the leadership skills and kitchen experience to keep a busy line on time and on standard.

SKILLS

- Food Safety
- Cash Handling
- POS System
- Customer Service
- Shift Scheduling
- Inventory Counts
- Line Cooking
- Leadership Skills
- Problem-Solving

EDUCATION

Associate of Applied Science
05/2027
Northwest Vista College
San Antonio, TX
Hospitality Management

CERTIFICATES

ServSafe Food Protection Manager
02/2025
National Restaurant Association

EXPERIENCE

Restaurant Shift Leader 01/2025 - Present
Riverwalk Taqueria Co. San Antonio, TX
Shift lead at a 120-seat fast casual Mexican restaurant with 30 employees.

- Lead **8-10** person crews on dinner shifts serving up to 350 guests, running the line, register and dining room.
- Coordinate schedules for 30 employees with the general manager, covering call-outs within 2 hours.
- Train and coach 7 new hires on food safety, line stations and the POS system, signing off each station checklist.
- Resolve guest complaints at the table with fast customer service; the online rating rose from 4.2 to 4.5 stars in 2025.

Line Cook 08/2023 - 12/2024
Hill Country Smokehouse San Antonio, TX
Grill and fry stations at a 90-seat barbecue restaurant.

- Prepared 200+ plates a shift on the grill and fry stations, meeting recipe specs and 12-minute ticket times.
- Logged cooler and hot-holding temperatures every 2 hours under the kitchen's food safety plan, with no missed checks.
- Recorded waste and rotated stock first-in, first-out for weekly inventory counts, cutting spoilage by 15%.
- Covered the expo station on 40+ busy Saturdays, calling tickets for a 5-cook line and checking every plate.