

# Benjamin Malkmus

---

624 140th CT SE Apt B105 BELLEVUE, WA 98007 | 425.591.2343 | Benjamin.Malkmus@outlook.com

## Education

**WEB DEVELOPMENT CERTIFICATION | Nov 2019 -CURRENT | UNIVERSITY OF WASHINGTON & TRILOGY BOOTCAMP**

- Full-Stack Web Development

**BACHELOR OF SCIENCE IN BIOCHEMISTRY | DECEMBER 2010 | UNIVERSITY OF ARKANSAS, FAYETTEVILLE, AR**

- Major: BIOCHEMISTRY
- GPA: 3.45

## Qualifications

### MANAGEMENT

- Leadership
- Problem-solving
- Customer service
- Decision-making
- Strategic thinking
- Crisis management
- Personnel management
- Inventory oversight
- Budgeting
- Scheduling

### COMMUNICATION

- Written and oral communication (English)
- Written and oral communication (Spanish, basic)
- Instruction (individual and group)
- Active listening
- Conflict resolution

### LEADERSHIP

- Multiple promotions throughout 12 year career with Chuck E Cheese's
- Passion for community improvement and education
- Positive, never-give-up attitude
- Punctual
- Patient
- Extremely hard-working
- Highly motivated

- High School Student Council President 2004-2006

#### **COMMUNITY INVOLVEMENT**

- “Big Brother” with Big Brothers and Big Sisters of Central Arkansas

## **Experience**

#### **ASSISTANT MANAGER | PANERA BREAD | OCT 2016 - PRESENT**

- Deliver an exceptional guest experience
- Ensure compliance with company-wide policies and procedures
- Oversee product quality
- Interview and hire new associates to fill empty positions
- Open and/or close store

Host community events as a representative of Chuck E Cheese’s

#### **GENERAL MANAGER | CHUCK E CHEESE’S | MAY 2012-OCT 2016**

- Host community events as a representative of Chuck E Cheese’s
- Deliver an exceptional guest experience
- Ensure compliance with company-wide policies and procedures
- Develop and implement “My Favorite Fun” program for employees
- Oversee product quality
- Create and maintain monthly and quarterly store budgets
- Create weekly schedule for 35 cast members and 5 managers
- Complete and report weekly inventories
- Maintain adequate stock of all inventory
- Interview and hire new cast members to fill empty positions
- Select appropriate individuals for promotions
- Complete annual reviews for all cast members
- Hold disciplinary meetings with cast members when necessary

#### **ASSISTANT MANAGER | CHUCK E CHEESE’S | JUNE 2008-MAY 2012**

- Open and/or close store
- Customer Service
- 1<sup>st</sup> phase interviews
- Run Quality Shifts

#### **OPENING COORDINATOR | CHUCK E CHEESE’S | DECEMBER 2007-JUNE 2008**

- Open store
- Prepare food for daily business
- Maintain and order produce for store
- Customer service

#### **TEAM LEADER | CHUCK E CHEESE’S | NOVEMBER 2004-DECEMBER 2007**

- Train newly hired cast members

- Retrain and validate cast members in current job knowledge
- Customer Service

**CAST MEMEBER | CHUCK E CHEESE'S | JULY 2004-NOVEMBER 2004**

- Perform daily duties to ensure positive guest experiences
- Customer service