

# Miranda Burrows

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## SUMMARY QUALIFICATIONS

Miranda Burrows is a creative and driven design student seeking a position in User Interface design. She currently has over a year of experience in the customer service and hospitality industry, where she must problem-solve and delight guests daily. She is goal-oriented and a detailed thinker.

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## PROFESSIONAL EXPERIENCE

CHICK-FIL-A SANTEE, *California, CA*

**TEAM MEMBER** | May 2021 – July 2022

**PRODUCTION LEAD** | July 2022 – Present

- Open Front-of-House with 3-4 other leads: stock, clean and assemble equipment
  - Lead Team Members on shift; communicate with other Team Leads and report to Ops Manager to meet guests' needs
  - Solve any issues for guests and delight guests to cultivate relationships with the community
  - Train new Team Members on core values and company standards
  - Maintain speed of service during rush hours (\$3,000-\$4,000/hour sales)
  - Place catering orders over the phone, fulfill pickups and deliver orders to guests
  - Utilize POS systems on various devices; accurately handle money in cash drawers and safe
  - Maintain food quality and safety for guests; maintain cleanliness of public spaces (i.e., dining room, playground, bathroom)
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## EDUCATION & CREDENTIALS

**UNIVERSITY OF CALIFORNIA SAN DIEGO**, *California, CA*

Cognitive Science B.S.; Specialization: Design and Interaction; GPA: 3.78, anticipated in January 2024

*Notable Accomplishments:*

- Provost's Honors: 2021-2022

*Design and Interaction Skills:*

- CSS/HTML
- Figma
- Java, Python

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## REFERENCES

### **JACLYN DRUESNE**

*Chick-Fil-A Santee General Manager*

[PHONE NUMBER]

[EMAIL]

### **NICOL CORRAO**

*Chick-Fil-A Santee Assistant General Manager*

[PHONE NUMBER]

[EMAIL]

### **MIKE MORSHED**

*Professor in Muir College Writing Program*

[PHONE NUMBER]

[EMAIL]