



KEITH RICHARD

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PROFESSIONAL SUMMARY

Complex problem-solver with an analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code.

SKILLS

- POS Terminal Operations
- Database Maintenance
- Programming Languages: JavaScript, Nodejs, React, Python, Css
- Software Testing and Validation
- Source and Version Control: Git, Github
- Decision Making
- Business Leadership
- Originality and Creativity
- Quality Assurance
- Goal Setting
- Team Leadership
- Software Development Standards

EDUCATION

Associate of Science | Computer Engineering 03/2022

Boca Code, Boca Raton, FL

- Awarded Diversity in Tech
- Relevant Coursework Completed: Computer Engineer & Computer Development

Associate of Science | Computer And Information Sciences

Broward College, Fort Lauderdale, FL

WORK HISTORY

ASSISTANT GENERAL MANAGER 10/2015 to CURRENT

The Pub | Wilton Manors, FL

- Maintained well-controlled business inventory with minimal losses by enforcing solid monitoring and management structures.
- Oversaw inventory by ordering precise quantities of stock and executing corrective actions to drive profitability.
- Mentored and motivated team members to achieve challenging business goals.
- Enforced quality assurance protocols to deliver ideal customer experiences.
- Managed team schedule with, an eye for coverage needs and individual strengths.

OFFICE COORDINATOR

05/2015 to 01/2022

Premier Smile Center | Fort Lauderdale, FL

- Produced high-quality documents, spreadsheets, and presentations for internal and customer-facing needs.
- Prepared meeting materials and took clear notes to distribute to stakeholders.
- Managed 7 -employee front office, supervising workers and enhancing productivity and efficiency.
- Reported on daily office activities to help managers stay on top of dynamic conditions and make proactive decisions.
- Created and implemented secure filing systems for sensitive employee and client documents.
- Interacted with customers by phone, email, or in-person to provide information.
- Delivered clerical support by handling a range of routine and special requirements.

LEAD BARTENDER

06/2018 to 03/2020

Harbor Beach Marriott | Fort Lauderdale, FL

- Designed special drink and cocktail offerings on monthly basis as part of seasonal offerings.
- Consulted with managers to organize special events and promotions.
- Organized bar inventory and storage procedures to keep stock within optimal levels and meet expected customer demands.
- Developed new signature cocktails to support bar marketing brand and increase profits.
- Assisted servers with specialty drinks orders by preparing on-demand items without delay.
- Kept detailed inventories and notified management of ordering needs for liquor, beer, wine and bar supplies.

PROGRAM MANAGER

06/2013 to 04/2015

Florida Foreclosure Law Group | Boca Raton, FL

- Directed 4 simultaneous projects to boost business opportunities by 46%.
- Met with project stakeholders on regular basis to assess progress and make adjustments.
- Pitched and built new programming strategies and one-off feature shows to boost audience interests and diversify offerings.
- Participated in LEAN and Six Sigma events and routinely looked for processes to apply LEAN concepts.
- Implemented and led meetings, opening up a dialog with area managers to discuss the Client's top subjects.
- Strategically balanced technology and business needs of the organization.

CUSTOMER CARE PROFESSIONAL

08/2009 to 04/2013

American Express | Sunrise, FL

- Leveraged sales expertise to promote products and capitalized on upsell opportunities.
- Maintained accurate and current customer account data with manual forms processing and digital information updates.
- Resolved concerns with products or services to help with retention and drive sales.
- Responded to customer needs through competent customer service and prompt problem-solving.
- Assisted call-in customers with questions and orders.
- Helped large volume of customers every day with a positive attitude and focus on customer satisfaction.

LANGUAGES



ASL

Professional Working