



TRIVIONE OSBERRY

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Summary

Reliable Crew Chief always looking for ways to improve team and business success. Ready to take on any task with a hardworking and resourceful mindset. Employee of the month for Servpro of Central OKC.

Skills

- Team Development
- Staff Training
- Routine Inspections
- Disaster Preparation
- Schedule Coordination
- Basic Math
- MS Office
- Active Listening
- People Skills
- Training & Development
- Organizational Skills
- PPE Use
- Friendly, Positive Attitude
- Working Collaboratively
- Reliable and Trustworthy
- Work Ethic
- Microsoft Office
- Team Building
- First Aid/CPR
- Problem Resolution
- Data Management
- Customer Service
- Relationship Building
- Computer Skills
- Critical Thinking
- Microsoft Office
- Safety Protocols
- Schedule Management
- Flexible Schedule
- Heavy Lifting
- Problem Solving
- Project Management
- Communication Strategy Development
- Facebook and Twitter
- Team Management
- Speech Writing
- Social Media Monitoring
- Advertising Agency Collaboration
- Policy Review
- Committee Leadership
- Conflict Resolution
- Staff Management
- District Representation
- Complex Problem Solving
- Performance Tracking and Evaluation
- Employee Coaching and Motivation
- Goal Setting
- Professional and Courteous
- Decision Making
- Employee Development
- Team Leadership
- Work Planning and Prioritization
- Lead Generation
- Performance Evaluations
- Staff Development
- Calm Under Pressure
- Workforce Management
- Issue and Conflict Resolution
- Scheduling and Coordinating
- Customer Relationship Management
- Verbal and Written Communication
- Shift Scheduling
- Teamwork and Collaboration
- Onboarding and Orientation
- Business Development
- Time Management
- Strategic Planning
- Good Judgment
- Managing Operations and Efficiency
- Brand Management
- Negotiation and Conflict Resolution

Experience

Servpro | Oklahoma City, OK
Crew Chief
01/2021 - Current

- Maintained team flexibility by teaching members all key roles.
- Applied knowledge of coverage needs and team member skills to establish work schedules.
- Implemented effective procedures regarding hazardous actions, materials and items to keep crew safe during operations.
- Prepared survey drawings, descriptions and accurate records for daily tasks.
- Accomplished team objectives by effectively directing daily activities.
- Adhered to company requirements and compliance regulations by utilizing continuous team evaluations.

Panda Express | Oklahoma City, OK
Cook
02/2017 - 01/2021

- Prepared dishes in fast-paced environment working with teammates to maintain high customer satisfaction rate.
- Carried pans, kettles and trays of food to and from work stations, stove and refrigerator.
- Operated ovens, fryers and mixers safely to prevent kitchen accidents and machinery malfunction.
- Modified standard recipes to address customer requests for substitutions or allergen concerns.
- Regulated oven, broiler and roaster operations for cooking at correct temperatures.
- Grilled and deep fried various foods from meats to potatoes.
- Replenished food items from inventory and rotated ingredients.
- Prepared garnishes for later use in meal production.
- Set up and performed initial prep work for soups, sauces and salads.
- Maintained safe operations of food prep equipment to reduce complications and retain safety procedures.
- Coordinated orders to expedite food from kitchen according to cook time and delivery time.
- Maintained consistent quality and high accuracy when preparing identical dishes every day.
- Chopped, diced and sliced vegetables and fruit ahead of rush periods.
- Enforced proper sanitation practices to prevent spoiling or contamination of foods.
- Handled advanced thawing and food pre-preparation for upcoming meals.
- Maintained clean and orderly appearance throughout kitchen and dining area.
- Operated kitchen equipment in alignment with OSHA protocols and manufacturer instructions.
- Made meals in accordance with company standards and requirements.
- Memorized new menu items and ingredients quickly to help customers select items meeting needs and preferences.
- Sanitized workstation at end of shift to minimize risk of salmonella and other food-borne illnesses.
- Received and stored food and supplies.
- Executed proper techniques when preparing menu item ingredients.
- Adhered to regulatory standards regarding safe and sanitary food prep.

Oklahoma State Surplus | Oklahoma City,
OK
Driver
05/2013 - 07/2017

- Reviewed work orders to perform freight movement and deliveries.
- Operated standard warehouse equipment to assist with loading and unloading of deliveries.
- Monitored traffic conditions and applied defensive strategies to avoid

accidents.

- Documented daily mileage, gas and other data.
- Drove trucks to and from job sites to deliver supplies.
- Consulted with customers to gain feedback and improve deliveries.
- Utilized GPS to optimize routes and continuously meet estimated delivery times.
- Achieved consistently high customer scores due to exceptional service.
- Saved fuel by leveraging GPS to identify faster routes.
- Delivered customer orders and collected payments to keep accounts current.
- Positioned lifting devices under or around pallets and boxes to load vehicles.
- Interacted with customers pleasantly to meet needs and drive satisfaction.
- Collected payments for goods delivered or unloaded.
- Inspected vehicle before and after every trip to assess performance and maintenance requirements.
- Checked vehicle after shift for damage.
- Performed activities on time while maintaining regular attendance and punctuality to support scheduling and work coverage.
- Demonstrated professional conduct with clients to deliver outstanding customer service.
- Loaded and unloaded merchandise efficiently to meet demanding route targets.

Education and Training

Northwest Classen High School | Oklahoma City, OK

High School Diploma

05/2008