

Christin Randall

Prompt, Accurate, and Dependable Office and Production Manager

Frisco City, AL 36445

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- 10 years in accurate and profitable restaurant management, production analysis, and data entry.
- 10 years in confidently and fairly recruiting, hiring, training, scheduling, and reprimanding employees.
- 10 years in loyal customer recruitment, sales, retention, and service that has the customer first policy in mind.

Authorized to work in the US for any employer

Work Experience

Transcriptionist

Rev

March 2021 to Present

- Carefully broke down audio to create an accurate transcript of the conversation or discussion provided by client.
- Properly heard and transcribed accents and hard to hear content when possible including researching possibilities .
- Used correct annotations when necessary to timestamp during long speaker durations, undecipherable audio content, foreign languages, or crosstalk within the audio.
- Produced accurate transcripts within the deadline designated when accepting the job.

Employment Gap

None - N/A

July 2021 to December 2023

- Took a personal break
- Cared for child and spent time with family
- Handled affairs around the house
- Got back in college

General Manager

Papa John's - Monroeville, AL

April 2016 to July 2021

- Accurately executed opening and closing procedures and paperwork.
- Purposefully recruiting applicants, scheduling interviews, properly hiring and training, and fair disciplinary actions that created a team who worked in a cohesive manner.
- Managed product inventory daily to maintain minimal product waste, saving the store an average of \$375 a month from the previous periods.
- Compiled and organized all old invoices and balanced all payments to show all outstanding balances and get the store out of debt.

- Reduced labor from 38% to 29.5% during the first quarter and maintained it without losing service or product quality the remainder of employment as General Manager.
- Created a new production area chart that divided each store location into stations that had designated service related and opening or closing duties assigned that reduced confusion and sped up production during shifts. The chart was adopted by district first then by corporate during inspection.
- Maintained store organization and cleanliness according to health code and maintained a health score of 98 or above with all infractions being related to lighting or the building.
- Managed all customer complaints promptly and corrected and addressed any issues with the other managers and any employees as necessary reducing complaints from an average of 12 to 4 per quarter.

Education

Bachelor's degree in Forensic Psychology

Southern New Hampshire University

October 2023 to Present

Skills

- Typing (10+ years)
- Writing Skills (10+ years)
- Recruiting (10+ years)
- Employee Orientation (10+ years)
- Administrative Experience (10+ years)
- Computer Operation (10+ years)
- Payroll (10+ years)
- Data Entry (10+ years)
- HIPAA (10+ years)
- Human Resources (2 years)
- Research (10+ years)
- Time Management (10+ years)
- Office Management (10+ years)
- Google Docs (4 years)
- Tutoring (4 years)
- Quality Assurance (10+ years)
- Transcription (1 year)
- Interviewing (10+ years)
- Restaurant Management (10+ years)
- Pricing (5 years)
- Production Management (10+ years)
- Customer service (10+ years)
- Customer retention (10+ years)
- Communication skills (10+ years)

- Leadership (10+ years)
- Data Analysis (10+ years)

Certifications and Licenses

Food Handler Certification