

Robert Sheets

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Parker, CO 80134

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Highlights of Qualifications:

Strong time-management skills, ability to multitask.

Work in an organized, sanitary, and efficient manner.

Experienced with Microsoft Office Suite 2003 and 2007: Word, Excel, Publisher, Power Point, Visio, and Sharepoint. ANGEL Worldclass, WebCT, and Webadvisor.

Experience:

Help Center Technician

03/07-current

Regis University

Denver, Colorado

- Work to support many different customers with varying technical issues.
- Strong time management skills used to answer calls and follow up on issues in a timely manner.
- Support users with ANGEL Worldclass, WebCT, Microsoft Office, Datatel, Microsoft SharePoint and other programs as needed.
- Run multiple reports to track agent statistics.
- Write knowledge base articles for training purposes.
- Subject Matter Expert in ANGEL Worldclass software. Assisting other technicians with question about course operations.

Line Cook/Kitchen Supervisor

07/06-02/07

Gimme Sum Fresh Asian Grill

Westminster, Colorado

- Prepare and cook Asian dishes for busy restaurant environment.
- Maintain order times of less than 10 minutes and often less than 5 minutes.
- Co-ordinate with servers to ensure food is delivered hot and in a timely manner.
- Supervise 10 cooks and 5 dishwashers.
- Assist with ordering, inventory, and scheduling of cooks and dishwashers.

Caterer/Shift Manager

02/04-07/06

Canteen Catering

Denver, Colorado

- Serve nutritious kosher dairy and pareve meals to school age children at private school.
- Prepare kosher dairy, meat, and pareve meals for catered events.
- Work well under strict religious practices.
- Manage shift of 3 cooks to serve food to 300 campers and counselors.
- Order food bi-weekly from different vendors to meet needs of busy summer camp.

Lead Line Cook

09/05-11/05

Stanley Hotel

Estes Park, Colorado

- Supervise five line cooks and ensured that all food was prepared properly and in a timely fashion.
- Prepare banquet meals for multiple functions for up to 750 guests.
Work quickly and efficiently with several different departments to ensure that functions are set up properly.

Education:

Johnson & Wales University Culinary arts 2005

Certifications and Recognitions:

- Deans list: 2004 and 2005, Grade Point Average 3.7.
- Present Japanese Cooking Panel at Nan Desu Kan, Japanese cultural convention.
- Volunteer 60+ hours annually to Nan Desu Kan, a non profit organization.