

# Johnny Arena

1228 West Winona #3S  
Chicago, IL 60640

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## Objective

*A dedicated professional with 10+ years in the Service Industry. Specializes in Customer Service and Employee Training within a team environment.*

## Experience

### Sunda New Asian

Chicago, IL  
*Operations Manager*  
February 2015 - Current

Take control of all operations on the restaurant floor.  
Responsible for money in and out for entire restaurant.  
Designed schedules for different sections of employees.  
Developed training programs for new hires.  
Developed ideas for new food and beverage items for our menu.

### Sunda New Asian

Chicago, IL  
*Lead Server/Trainer*  
April 2013-February 2015

Knowledge of southeast Asian cuisine and culture.  
Refining standards for opening and closing procedures.  
Collaborating on and continuing to update training manuals and programs.  
Participate in staff reviews and presentations.

### Morton's The Steakhouse

Burbank, CA – Chicago, IL  
*Lead Server/Banquet Captain*  
March 2010-March 2014

Manage a team of private event servers  
Set up and break down of rooms for private events.  
Trained cash controller.  
Responsible for events paperwork and pay outs.

### The House Theatre of Chicago

Chicago, IL  
*Company Member*  
July 2001-Current

Developed a Mission Statement and business plan for a not for profit theater company .  
Help writers and directors generate new and original content.  
Designing marketing strategies and programs to gain new audience members and ensure the satisfaction of current ones.

## Education

Southern Methodist University  
Bachelor of Fine Arts  
Relevant coursework includes: Improvisation, Playwriting and Directing, Collaboration and Team Building

## Qualifications

Fluent in Spanish.  
Flexible team player.  
Knowledge hungry learner. Eager to meet challenges.  
10+ years of experience in customer relations.  
Goal driven leader.  
Exceptional listener and communicator.  
Productive worker with solid work ethic.

## Affiliations

Board Member of League of Chicago Theaters  
Junior Board Member of The Hypocrites Theater Company

*References provided upon request*