

Joshua Rakoski

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Professional Summary

Motivated project manager with experience in Customer Relations, Computer Programming, Financial Statements, and Project Coordination. Just graduated with a BS in Finance. Proven ability to work in fast-paced environments while managing project timelines and customer satisfaction.

Skills

- | | | |
|------------------------|-------------------|-------------------------|
| ● Microsoft PowerPoint | ● Adobe Photoshop | ● Visual Basic |
| ● Microsoft Excel | ● HTML/CSS | ● Communication |
| ● Team Management | ● Marketing | ● Project Management |
| ● Microsoft Word | ● Manage Projects | ● Customer Satisfaction |

Professional Experience

Project Manager

March 2022 – Present

Cabo Fish Taco – Blacksburg, VA

- Streamlined the vendor ordering process to provide a more informative method to compare vendor pricing, resulting in food cost savings and over 3 hours of labor per week.
- Implemented a more professional customer facing draft and tequila menu. Resulting in more accurate drink menus for customers.
- Managed project timelines to ensure timely implementation of new technology in restaurants.
- Ensured a high attention to detail when reviewing and proofing customer facing drink and food menus.
- Think critically to resolve technical issues with Godaddy email and hosting, Microsoft 365, and Windows.

Freelance

January 2022 – Present

Simpligeek LLC – Blacksburg, VA

- Established a successful software development process that ensures quality customer service and saves over 2 hours per week in administrative duties.
- Manage projects by communicating weekly and monthly on project status with clients.
- Think critically to solve customer Domain Name Server issues, hosting issues, and email issues. This ensures the smooth operation of their business.
- Develop and maintain relationships with clients to ensure project success and return business.
- Utilized Fiverr, Dribbble, Google Search Engine Optimization, and other digital platforms to grow to a run rate of \$20,000 over the past 14 months.
- Excellent verbal and written communication when providing prospective customers with Web Design and Hosting consultations.

General Manager September

2020 – February 2022

Chipotle – Blacksburg, VA

- Control Cost of Goods Sold and Maintenance in a \$4 million per year business to ensure a target profit margin of 20% to 30%
- Work collaboratively with my team to manage a staff of 50+ employees.
- Work opening and closing shifts with staff to lead by example and properly train my team on both sides of the business.
- Think critically to hiring, train, and promote staff to suit business needs.
- Served in prior positions such as Apprentice, Service Manager, Kitchen Manager, and Crew.

Education

Bachelor of Science in Finance

Southern New Hampshire University – Manchester, NH