

# Ayden Alford

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## SUMMARY

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Ambitious and results-driven individual with management and customer service experience. Skilled in team leadership, operational efficiency, and delivering excellent customer service in fast-paced environments.

## SKILLS

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Team Leadership | Inventory Management | Order Management | Problem Solving | Time Management | Communication | Organization | Critical Thinking | Conflict Resolution | Customer Service | Coaching & Training | Data Analysis

## WORK EXPERIENCE

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### McDonald's Canada, [REDACTED]

Nov. 2020 – Nov. 2025

#### *Kitchen Department Manager*

- Lead all kitchen operations for a high-volume location, ensuring fast, accurate, and high-quality food preparation for guests.
- Manage inventory, stock rotation, and ordering to reduce waste and control costs.
- Train, mentor, and coach kitchen staff and leads on food safety, hygiene, and equipment use, ensuring compliance with company and health standards.
- Analyze performance metrics (speed of service, accuracy, waste) to implement efficiency improvements and optimize daily operations.
- Develop team leaders and new staff, fostering a motivated, collaborative, and goal-oriented work environment.
- Collaborate closely with the General Manager to align kitchen operations with broader restaurant objectives and customer satisfaction goals.

#### *Assistant Manager*

- Directed daily restaurant operations across multiple shifts to deliver outstanding guest service and meet performance targets.
- Supervised, motivated, and coached a team of 10+ employees while ensuring adherence to food safety and cleanliness standards.
- Analyzed shift metrics sales, speed of service, and waste to identify opportunities for improvement.
- Managed cash handling, labor control, and staffing adjustments to ensure efficiency and profitability.

#### *Area Leader / Crew Trainer / Crew Member*

- Trained and certified new hires on food safety, customer service, and operational standards.
- Promoted team development, accountability, and a positive work environment.
- Delivered fast, accurate service while maintaining quality and cleanliness standards.
- Assisted in developing high-performing team members into trainers and future leaders.
- Recognized and rewarded top-performing employees to maintain motivation and morale.

## EDUCATION

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[REDACTED] – Diploma of Computer Science, Expected May 2029.

[REDACTED] – Dean's List, Honor Roll

## CERTIFICATIONS

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- **First Aid Level 1** - Certified, valid until Oct 23, 2026.
- **Food Sage Level 1** - Certified, valid until Sept 7, 2028