**Ryan Brown**

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**Objective Summary**

Highly organized manager with proven success in working with the public, generating goodwill and establishing rapport to gain customer confidence and encourage repeat business. Articulate and well spoken, skilled in managing and training staff, combined with a passion for efficiency and structure. Respectful, engaging and easy going with a solid business sense, professional appearance, and a special talent for remembering names. Excellent interpersonal skills with a belief that structure takes away the guess work and allows one to focus attention on the tasks at hand. “As long as I can remember, I have been passionate about two things, food and criminal justice.”

**Skills**

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| --- | --- |
| * Effective Leader * Customer Service-Orientated * Restaurant Management * Customer Service * Operations Management | * Relationship Building * Systems Implementation * Efficient Multi-Tasker * Inventory Management * Military and Law Enforcement Experience |

**Professional Experience**

Ral Hospitality Group, Red Bank. NJ

General Manager | [Website](http://birravino.com/) | 2015-Present

Oversee the day-to-day operation of the business including staff hiring, training and retention, conducting monthly inventory of supplies, cash management, systems implementation, conducting company and staff meetings, and anything else designated by the owner. Interviewed, hired, trained, and scheduled bar and food service staff to ensure knowledge of the business and full understanding of menu and service policies.

Restaurant Server | 2009-2015

Delivered quality, friendly service to build repeat clientele serving wine, house-brewed beers, cocktails, hearty trattoria cooking at this rustic Italian bistro.

City of Long Branch, Long Branch, NJ

Police Officer (Class II) | [Website](https://www.longbranch.org/departments/Police) | 2005-2009

Performed law enforcement and public safety duties including police dispatch, routine traffic details, spectator control, code enforcement, municipal court security, and other police assistant designated by the Director of Public Safety or his designee.

Army National Guard, US Army

11 Bravo Specialist, Infantry Man, Infantry Division 2004-2009

New Mexico Border Patrol. Basic Training, Fort Benning, GA. Honorable Discharge.

Association for the Multiple Impaired Blind, Inc., Brick, NJ

Personal Assistant | [Website](https://www.amib.net/) | 2003-2004

Managed day to day operation and staff for this non-profit dedicated to providing services to individuals with intellectual and developmental disabilities in Monmouth County. Ensured daily scheduled tasks were completed, administered medication, prepared monthly progress reports, and annual reviews.

Ladacin Network, Neptune, NJ

Personal Assistant | [Website](https://www.ladacin.org/) | 2003-2005

Assisted in the day-to-day care of adults with developmental and multiple physical disabilities in a group home setting. Ensured scheduled daily tasks were completed, administered medication, prepared monthly progress reports, and annual reviews.

K-Mart, West Long Branch, NJ

Cashier |2002-2002

Provided a positive customer experience with fair, friendly, and courteous service. Registered sales on a cash register by scanning items, itemized and totaled customers’ purchases. Resolved customer issues and answered questions. Bagged purchases if needed.

Arc of Monmouth, Tinton Falls, NJ

Assistant Residence Manager | [Website](https://arcofmonmouth.org/) | 2002-2004

Managed day to day operation and staff for this non-profit dedicated to providing services to individuals with intellectual and developmental disabilities in Monmouth County. Ensured daily scheduled tasks were completed, administered medication, prepared monthly progress reports, and annual reviews.

Personal Assistant | 2001-2002

Assisted in the day-to-day care of adults with developmental and multiple physical disabilities in a group home setting. Ensured that daily scheduled tasks were completed, administered medication, prepared monthly progress reports, and annual reviews.

BJ’s Wholesale Club, Ocean Township, NJ

Overnight Stocker | [Website](https://www.bjs.com/mapDetail;city=0027) | 2001-2002

Stocked, rotated, and stored general merchandise and/or food in the club. Ensured that all merchandise was clearly labeled and fully stocked. Maintained the neat and clean environment of the club by removing all trash and debris for the store.

Sheraton Eatontown Hotel, Eatontown, NJ

Housekeeper | [Website](https://www.marriott.com/hotels/travel/ewres-sheraton-eatontown-hotel/) | 2000-2002

Greeted guests and took care of guest requests. Replaced guest amenities and supplies in rooms, as well as making beds and folding sheets, removed trash, dirty linens, and room service items, straightened desk items, furniture, and appliances, Dusted, polished, and removed marks from walls and furnishings, Vacuumed carpets, and floor care duties.

**Education & Certifications**

Rutgers University, Newark*,* NJ

2019-09 – Present MA| Master of Science: Criminal Justice | Anticipated Graduation 2022

New Jersey City University, Jersey City*,* NJ

09-2009 – 12-2018 BS | Bachelor of Science: Criminal Justice |2019

Brookdale Community College, Lincroft, NJ

09-2001 – 06-2009 AA | Associate of Science: Criminal Justice | 2009

Monmouth County Police Academy, Freehold, NJ

09-2004 – 05-2005 Special Law Enforcement Officer (SLEO II) | 2005

Certifications:

ServSafe® Manager| 2017

American Red Cross First Aid | 2017