

ADNAN ALLEN

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SUMMARY

Hardworking and dedicated individual looking to pursue a career with extensive knowledge in customer relations and data management systems.

EDUCATION

Montgomery College

Hospitality Management
2021 - Present

Syntax Technologies

Graduated the program with proficiencies in programming languages and data management.
2023

SKILLS

- Communication
- Teamwork
- Upselling
- Coding and Programming (SQL, Python)
- Customer Service; Patience
- Data Visualization
- Customer Relationship Management
- Analytical
- Proficient in Word, Excel, PPT and Salesforce

CERTIFICATIONS

- Syntax Technologies- Financial Analytics Program
- ServSafe
- TIPS

PROFESSIONAL EXPERIENCE

General Manager

The Clarksburg Tavern | 2020 - Present

- Overseeing cashflow through the restaurant
- Bookkeeping and creating expenditure charts
- Demonstrating a strong commitment to hospitality and guest satisfaction
- Lead the crew while on shift, providing guidance and training to ensure exceptional guest service.
- Building thorough connections with customers providing a sense of community.

Server

Yardhouse | 2023

- Be responsible for tour guiding Guests through the diverse menu and beverage selections
- Provide attentive and friendly service that ensures the guests feel valued and well taken care of.
- Bringing enthusiasm to our restaurant, our shift and our Guests.
- Putting our Guests, team members, and community first.

Junior Data Analyst

Trek | 2023

- Work with cross functional teams for Marketing, Product, Finance teams and translate business requirements into SQL queries to answer business questions.
- Attended the project review meetings, daily/weekly status meetings and walkthroughs with project managers and leads.
- Used Common Table Expressions (CTE's), constraints, and complex queries to fetch the data from different servers.
- Created frameworks and processes for data security to keep customers and payments data secure and confidential.