Heather Mohundro

hrmhndro@memphis.edu Linkedin.com/hmohundro

Education

The University of Memphis, Memphis, Tennessee
Master of Science
Sport and Hospitality Management   December 2019
Concentration: Hospitality

The University of Memphis, Memphis, Tennessee
Kemmons Wilson School for Hospitality & Resort Management
Bachelor of Arts, Hospitality and Resort Management   May 2017

Northwest Community College, Southaven, MS
Associate of Art in Hotel and Restaurant Management   May 2009

Certifications

OSHA 10 Certified	January 2020
ServeSafe Manager Certified	August 2018
Certification in Hotel Industry Analytics, AHLEI	May 2017
Hospitality Law Certified	April 2016
Hospitality Accounting Certification	April 2016
Microsoft Excel Certified	April 2016

Work Experience

University of Memphis, Memphis, TN
   Dual Enrollment Faculty   July 2019-
- Dual Enrollment Program Coodinator
- Teach Culinary 1 & 2 to up to 100 Junior & Senoir High School Students
- Organize, plan, and prepare all lessons, recipes, and administrative work

Northwest Community College, Southaven, MS
   Adjunct Faculty   August 2017-May 2018
- Taught Culinary Principles to a class of 10
- Organized lesson plans for 5 credit hour class
- Lead 3 hours of practical lab for students

The University of Memphis, Memphis, TN
   Graduate Assistant   August 2017-May 2018
- Taught Food and Beverage practical lab to a class of 20 students
- Orchestrated student roles to cook and serve up to 200 guests
- Organized and plan recipes weekly
- Control purchasing and receiving of all food orders

Brick Oven Pizza Company, Hernando, MS
   Assistant General Manager   August 2016 – August 2017

- Led team of 15 employees to consistently achieve quarterly sales goals of \$135,000^{+}
- Calculated inventory, nightly paperwork, and deposits over \$1,000.00 on a nightly basis
- Handled purchasing and receiving delivery trucks, four times weekly

   Shift Leader   September 2009 – July 2016
- Part-time shift leader called on as needed basis

Brick Oven Pizza Company, Hernando, MS (continued)

Lead Cook   May 2008 - July 2016
- Led team of 4 employees to ensure guest satisfaction
- Prepared to order food up to 200 guest checks a day
- Trained over 10 new staff members in addition to performing my regular duties

Server   April 2006-May 2008
- Ensured guest satisfaction through service
- Handled personal sales up to $400 a night
- Memorized over 25 menu items, recipes and ingredients

Adams Patterson Gynecology and Obstetrics, Germantown, TN April 2011- May 2016

Communications/ Front Desk
- Greeted and processed 40 patients per day, made appointments for in-office and outside referrals
- Organized patient charts, handled all payments, and daily deposits totaling $2000+
- Answered 100+ phone calls per day, direct messaging, and transferring calls

Resorts Casino and Gaming, Tunica, MS   February 2010- April 2011

Buffett Server
- Ensured guest satisfaction through service
- Responsible for 1 section consisting of 4-6 tables

TJ's Steakhouse
- Produced up to 100 fine dining dinners nightly as part of 3 person
- team Assisted chefs with any task needed
- Insured proper food storage, cleanliness, safe food practices and adherence to State Health Department standards

V.I.P Cook
- Produced and prepared a menu 4 nights weekly, up to 300 guest a night
- Responsible for replenishing 2 hot wells, and other staples
- Devised new creative ways to display food

Activities
- Volunteer, Tunica Humane Society   2016- Present
- Volunteer, Animal Corps   2015
- Volunteer, March of Dimes Walk   2014
- Volunteer, 212 FEED THE NEED   2014
- Member, Delta Epsilon Chi   2006-2009

Honors & Awards
- Study Abroad Program San Jose, Costa Rica   Summer 2016
- Dean's List   Fall 2014, Spring & Fall 2015, Fall 2016, Spring 2017
- Recipient of Go Tigers Go! Scholarship.   Spring 2016
- 1st place Regional MS Cooking Competition, Jackson, MS Spring 2008
- National DECA Cooking Competition in Anaheim, CA.   Spring 2008

Skills
- Proficient with Microsoft Office Suite
- POS Systems: MICROS and Aloha Software