

DALTON HANNAH

Contact

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Durham, NC 27707

Professional Summary

Experienced team leader with extensive background in hospitality and customer service. Skilled in developing and maintaining strong relationships with customers, staff, and vendors. Expert in operational management, budgeting, and staff training and development. Successful in creating a positive, team-oriented work environment that fosters employee growth and development.

Skills

• Operations management

• Team leadership

• Organizational skills

• Customer focus

• Performance management

• Staff training

• Customer-oriented

Experience

RESTAURANT MANAGER

CHAR-GRILL — Raleigh, NC

Oct 2025 - Present

• Resolved patron complaints promptly and professionally, maintaining high customer service levels and fostering repeat business.

• Built strong customer relationships through exceptional hospitality, contributing to guest satisfaction and loyalty.

• Conducted daily facility inspections, ensuring adherence to cleanliness standards and enhancing overall guest experience.

FOOD RUNNER/TO-GO SPECIALIST

PERRY'S STEAKHOUSE — Raleigh, NC

Jan 2025 - Jul 2025

• Delivered food promptly to guests, ensuring satisfaction and timely service.

• Coordinated with chefs, servers, and kitchen staff to ensure timely meal delivery.

• Anticipated and responded to guests' needs to enhance dining experience.

ASSISTANT RESTAURANT MANAGER

DAIRY QUEEN — Apex , NC

Mar 2024 - Dec 2024

• Led team of 15 employees, directing and guiding to maintain high service standards.

• Scheduled and directed staff in daily assignments to enhance operational efficiency.

• Created welcoming atmosphere by delivering friendly service that exceeded guest expectations.

BISCUIT MAKER

RISE CHICKEN AND BISCUITS — Cary, NC

Oct 2023 - Jul 2024

• Ensured precise preparation of dough mixtures and shaping of biscuits to maintain product quality.

- Utilized hand tools, including rolling pins and cookie cutters, to create consistently high-quality biscuits.
- Assessed biscuit making process to identify and recommend enhancements for improved results.

CASHIER

Nov 2022 - Feb 2024

WENDY'S — Durham, NC

- Operated cash register, processing payments, returns, and exchanges with accuracy and efficiency.
- Executed opening and closing procedures, including cash register counts and restocking, to prepare store for daily operations.
- Maintained cleanliness of checkout area, ensuring a tidy and welcoming environment for customers.

FOOD RUNNER

Sep 2021 - May 2022

WASHINGTON DUKE INN — Durham, NC

- Delivered food to guests promptly and efficiently, enhancing overall dining experience.
- Delivered attentive customer service by responding promptly to guests' needs and requests.
- Communicated with chefs, servers and kitchen staff to ensure timely meal delivery.

BARISTA/SERVER

May 2019 - Jul 2021

COURTYARD BY MARRIOTT — Durham, NC

- Multitasked multiple orders simultaneously while ensuring high product quality and accuracy.
- Managed cash register operations and processed cash and card transactions efficiently.
- Performed opening and closing tasks, including cleaning cafe areas and setting up attractive displays.

ROUTE RUNNER

Aug 2020 - Sep 2020

UNIFIRST — Durham, NC

- Demonstrated excellent multitasking skills by handling various tasks at the same time.

CASHIER

Jun 2017 - Mar 2019

WENDY'S — Durham, NC

- Operated cash register, ensuring accurate processing of payments, returns, and exchanges to enhance customer satisfaction.
- Executed opening and closing procedures, including cash register count and restocking, to ensure smooth daily operations.
- Maintained cleanliness of checkout area, contributing to a welcoming environment for customers.

Education

BACHELOR OF SCIENCE (B.S.) IN CYBER SECURITY CANDIDATE

Expected graduation Jul 2027 | SOUTHERN NEW HAMPSHIRE UNIVERSITY — Manchester, NH, US

ASSOCIATE IN COMPUTER SCIENCE IN CYBERSECURITY

Apr 2022 | EAST COAST POLYTECHNIC INSTITUTE — Raleigh, NC

HIGH SCHOOL DIPLOMA

Jun 2020 | DURHAM SCHOOL OF THE ARTS — Durham, NC