

TAYLOR JONES

CONTACT

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EDUCATION

NORTHWEST HIGH SCHOOL
High School Diploma

SKILLS

Team Development
Quality Assurance
Inventory Control
Equipment Troubleshooting
Interpersonal Skills
Training and mentoring
Operations Management
Child Supervision
Child Development
Enrichment Activities
Mentoring
Strong multitasking
Hospitality service expertise

CERTIFICATION

REGISTERED BEHAVIOR THERAPIST

Behavior Analyst Certification
Board

**FOOD HANDLERS AND TABC
CPR CERTIFIED
FIRST AID CERTIFIED**

HONORS

**4-YEAR VARSITY ATHLETE
NATIONAL HONOR SOCIETY**

ABOUT ME

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Dedicated Social Worker that provides exceptional professional care and implements appropriate interventions. Utilizes variety of resources to identify unique needs and assist vulnerable populations. Establishes strong rapport with individuals from diverse backgrounds. Experienced Shift Manager highly effective at keeping operations running smoothly and customers satisfied with high-quality, efficient service. Talent for proactively solving problems and keeping team members on task.

WORK EXPERIENCE

BARTENDER AND SERVER

Milk & Honey (November 2025-Present)

- Provide attentive, friendly, and efficient service to guests in a fast-paced dining environment.
- Greet guests promptly, present menus, and offer knowledgeable recommendations on food and beverage options.
- Accurately take orders, enter them into the POS system, and ensure timely delivery of food and beverages.
- Maintain a clean, organized, and welcoming dining area, including table setup, bussing, and restocking supplies.
- Manage multiple tables at once while maintaining excellent guest satisfaction and addressing any concerns quickly.
- Crafted signature cocktails and curated beverage menus to enhance customer experiences.

BARTENDER AND SERVER TRAINER

Outback Steakhouse (November 2024-November 2025)

- Demonstrated strong multitasking skills by managing multiple tables simultaneously without compromising service quality.
- Crafted signature cocktails and curated beverage menus to enhance customer experiences.
- Cultivated warm relationships with regular customers.
- Performed opening and closing duties, ensuring the dining area was prepared for seamless service transitions.
- Addressed customer complaints or concerns professionally, ensuring swift resolution and maintaining positive relationships.
- Set positive tone for entire dining experience as first point of contact for incoming guests.
- Increased sales with upselling techniques and thorough knowledge of menu items, specials, and promotions.
- Trained newly hired servers and bartenders on procedures and mentored them through the process of learning their new position

SHIFT MANAGER

In-N-Out Burger (June 2019-June 2024)

- Improved overall team performance by effectively delegating tasks and providing clear instructions.
- Achieved consistent customer satisfaction by addressing concerns promptly and professionally.
- Managed employee schedules to ensure adequate coverage during peak hours, resulting in a smoother workflow.
- Promoted a positive work environment through open communication and constructive feedback.
- Trained new employees on company policies, procedures, and job responsibilities, ensuring seamless integration into the team.
- Contributed to increased sales revenue by motivating staff to achieve individual and team goals consistently.
- Conducted regular evaluations of employee performance, identifying areas for improvement and offering targeted guidance for skill development.
- Collaborated with other Shift Managers to maintain consistency in policies enforcement across all shifts, fostering a cohesive workplace culture.
- Ensured strict adherence to safety guidelines, reducing workplace accidents and incidents significantly over time.
- Handled escalated customer issues effectively, demonstrating strong problem-solving skills while upholding company values and standards.
- Maximized profitability by monitoring labor costs closely, optimizing staff deployment based on expected customer traffic patterns.
- Handled emergency situations with a calm demeanor, ensuring the safety of both customers and employees during critical incidents.
- Conducted interviews and evaluated applicants qualifications and availability to enhance the work place and operation through thorough hiring processes.

WOMEN'S ADVOCATE

Woman to Woman (December 2021-November 2022)

- Assisted clients in identifying community resources and connecting with appropriate services.
- Documented client progress and activities in accordance with agency policies and procedures.
- Assisted clients in developing and setting realistic goals to promote positive change.
- Administered assessments to identify clients' needs and establish treatment plans.
- Educated clients and families on mental health, wellness and recovery topics.
- Evaluated clients' social, emotional and psychological needs to create treatment plans.
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NANNY

- Provide attentive, hands-on care for children of varying ages
- Create and maintain a safe, positive, and stimulating environment
- Prepare nutritious meals and snacks according to family preferences
- Plan age-appropriate educational and play activities
- Assist with homework, school projects, and extracurricular routines
- Support children's emotional well-being and developmental milestones
- Perform light housekeeping and laundry related to child care
- Maintain open and professional communication with parents about daily routines and progress

REGISTERED BEHAVIOR THERAPIST MENTOR

PediaPlex Management Company (June 2024-Present)

- Developed strong rapport with clients and families, fostering trust and open communication regarding treatment goals and progress.
- Provided one-on-one support for children with autism spectrum disorder, enhancing their communication and social skills.
- Assisted clients in achieving milestones through consistent reinforcement strategies and data-driven decision making.
- Served as a resource for colleagues by sharing expertise in behavior analysis principles and techniques, contributing to team problem-solving efforts.
- Collaborated with speech and occupational therapists, integrating complementary interventions for optimal client outcomes.
- Implemented social skills groups for clients to practice peer interactions in a structured setting, increasing opportunities for successful relationships outside therapy sessions.
- Trained and mentored new therapists on best practices for behavior intervention techniques and documentation standards.
- Responded effectively to crisis situations and aggressive behaviors, skillfully mitigating conflicts with proven strategies.