

JEREMIAH MARTIN

Oakland Park, FL

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Work Experience

Operations Manager

Urban Air Adventure Park - Plantation, FL

May 2023 to Present

- Supervise labor levels, staff, and training.
- Handle till distributions as well as money transactions.
- Conduct trainings and meetings.
- Satisfy incident reports and procedures.
- Responsible for payroll.
- Resolving conflict
- Schedule making

Member

NAACP

March 2023 to Present

Floor Manager

Xtreme Action Park - Fort Lauderdale, FL

May 2022 to May 2023

- Ensure that the venues' daily operations adhere to the rules and regulations established by the senior directors leadership team.
- Provide supervision for all hourly and salaried staff members.
- Work closely with department leadership teams to ensure growth, increase efficiency, promote positive team morale, and minimize risks to the business.
- Security and cash control procedures are followed by all employees, and participate in audits as necessary.
- Develop PIPs and conduct annual evaluations for individuals and outline team action plans. Propose compensation recommendations to department director
- Maintain an open door policy with staff.
- Addressing concerns and complaints from low to high level clients
- Open/close venue, with assistant manager, ensuring proper procedure and protocol has been met to safely secure the building.
- Implement HR, health, and safety procedures put in place to protect staff and patrons.
- Monitor progress of staff & management. Follow up/follow through to support and assist team members in reaching goals (continual coaching, training, and guidance).
- Hold departmental staff meetings to discuss areas of improvement and status.
- Guarantee the timely functioning of several exhibits, implement safety policies and procedures, and do so in accordance with local, state, and federal laws as well as company and brand requirements.
- Other duties as assigned by Upper management.

Attractions Lead

Xtreme Action Park - Fort Lauderdale, FL

February 2022 to May 2022

- Consistently satisfy or surpass our guests' expectations in terms of service.
- Effectively lead, direct, and work alongside with guest services part-time staff with the goal of creating exceptional experiences.
- Assisting Guest Services Manager with the management of staffing timekeeping accuracy. Communicate to HR regarding any missing time, transferred hours, and schedule issues.
- Enable staff to take opportunities to make memorable experiences and/or resolve visitor complaints swiftly, effectively, and with exceptional service.
- Assist with managing Guest Services protocols (Lost and Found).
- Manage scheduling of all part time staff requested per event through various scheduling platforms.
- Assist guests with dinner and activity reservations and suggestions.
- Serve as a departmental role model, work alongside employees to meet all responsibilities.
- Provide break schedules.
- Conduct training in a manner that drives results and ensures consistent staff knowledge and performance.

Education

High school in Legal Studies & Business

Florida Atlantic University - Fort Lauderdale, FL

Present

Skills

- Shift Management
- Guest Services
- Food Service
- Management
- Interviewing
- Assistant Manager Experience
- English
- Leadership
- Supervising Experience
- Restaurant experience
- Conflict management
- Cash handling
- Interviewing

Certifications and Licenses

CPR Certification

July 2022 to Present

AED Certification

August 2022 to Present