

Seth Utesch

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Summary

Reliable, driven, well spoken. Detail oriented with the ability to work in fast paced environments. Always seeking ways to make work processes more efficient and better serve consumers and my employer.

Education

SAN JOSE STATE UNIVERSITY | 2023 | MANAGEMENT INFORMATION SYSTEMS

- Coursework includes: Business Programming, Computer Tools for Business, Fundamentals of Information Systems

Skills & Abilities

- **EFFICIENT MANAGEMENT AND ORGANIZATION SKILLS**
- **ENGAGEMENT WITH CUSTOMERS AND COWORKERS**
- **TRAINING NEW EMPLOYEES**
- **EVALUATING PROBLEMS WITHIN THE BUSINESS THAT CAN BE CORRECTED/STREAMLINED**
- **EXTENSIVE KNOWLEDGE IN COMPUTER HARDWARE**
- **PROFICIENT IN MICROSOFT AND APPLE OPERATING SYSTEMS**
- **KNOWLEDGEABLE IN ANALYZING AND INSTALLING SECURITY UPDATES AND CRITICAL PATCHES**
- **TROUBLESHOOTING AND DEBUGGING HARDWARE AND SOFTWARE ISSUES**
- **PROFICIENT IN MICROSOFT OFFICE AND GOOGLE WORKSPACE SUITES**

Experience

STRATEGY AND OPERATIONS INTERN | SAN FRANCISCO 49ERS | JULY 2022 - PRESENT

- Receive and respond to operational and technical feedback.
- Set up technical equipment and perform tech checks leading up to gameday.
- Troubleshoot any issues that may occur with equipment on gameday.
- Conduct auditing and refunds following events.
- Address issues kiosks, printers, or CC terminals.

SHIFT LEAD | HIPPIES BREW | SEPTEMBER 2021 - JULY 2022

- In charge of managing and analyzing employees performance for adherence to store's expectations.
- Routine meetings with upper management and ownership to discuss the store's sales, employee performance, and general improvement plan.

- Maintained order in the store by ordering inventory to keep stock within our needs, making sure ticket times are at a minimum, and all prep/cleaning assignments are completed.
- Cleaned and sanitized dining area and kitchen appliances in accordance with company and industry standards.

FOOD AND BEVERAGE LEAD, BARTENDER|ROUND 1| MARCH 2019 - OCTOBER 2021

- Used the POS to process ordered transactions.
- Maintained order in the department by accounting for and ordering the proper amount of food/drink, and alcohol twice a week.
- Served an expansive selection of microbrewery and name brand beers as well as craft selected wine from top sellers.
- Maintained orderly flow in the kitchen and bar by keeping ticket times at a minimum and calculating/ordering inventory stock.
- Cleaned and sanitized dining area and kitchen appliances in accordance with company and industry standards.
- Greeted guests with an upbeat and positive attitude and engaged in personable conversation to address guest needs.