

# Seth Newbry

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## WORK EXPERIENCE

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### Amazon

Oct. 2023 - May 2024

Associate

Fort Wayne, IN

- Amazon is a global e-commerce and technology company, known for its vast product selection and advanced logistics network.
- Performed various roles, including task coordination and logistics support, to enhance operational workflows.

### Twin Falls Brickhouse

Jan. 2021 - Nov. 2021

Bar Manager

Twin Falls, ID

- Twin Falls Brickhouse is a popular local dining and entertainment venue.
- Oversaw bar operations, managed staff scheduling and handled end-of-night financial reconciliations.
- Collaborated with team members to enhance customer service and efficiency.

### Five Guys

Mar. 2014 - Jan. 2021

District Manager

Twin Falls, ID

- Five Guys is a fast-casual restaurant chain focused on hamburgers, hot dogs, and French fries.
- Directed multiple locations with annual revenue exceeding \$1,000,000, focusing on compliance and sales success while fostering a culture of accountability and excellence among the teams.
- Implemented strategic initiatives to improve operational efficiency and employee engagement. Developed and trained team leaders to enhance management capabilities and team performance.
- Managed employee performance through training, coaching, and performance evaluations to foster a high-performance culture and encourage personal growth among staff members.
- Monitored inventory, sales, and labor to maximize returns and meet financial targets while implementing cost-saving measures to enhance profitability.

### C3 - Call Center

2013 - 2014

Customer Support Agent

Twin Falls, Idaho

- Customer Support Agent for COX internet through C3 call center. T1 support
- Provided exceptional customer service for COX Internet as a Customer Support Agent through the C3 call center, focusing on Tier 1 support.

## EDUCATION

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### Indiana Tech

Jul. 2024 – Present

Bachelor's Degree in Cybersecurity (in progress)

Fort Wayne, IN

## CERTIFICATIONS, SKILLS & INTERESTS

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- **Certifications:** Servsafe Manager Certification
- **Skills:** Customer service; Communication; Staff development; Problem-solving; Team building; Operational oversight; Financial management; Budget preparation; Compliance monitoring; Computer Skills; Microsoft Office
- **Interests:** Cybersecurity; Technology trends; Customer service improvement; Data analysis; Online Gaming; Music