

Michael Freeman

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To use acquired professional expertise in a challenging position within a growing or established organization, which will provide opportunities for new achievements and professional growth.

Authorized to work in the US for any employer

Work Experience

Cook

ACG Texas, IHOP-Cedar Hill, TX

February 2023 to Present

- Maintaining a sanitized and well-organized kitchen.
- Preparing workstations for cooking.
- Preparing and maintaining kitchen equipment.
- Checking the quality of the ingredients.
- Preparing cooking ingredients using various techniques.
- Cooking food using various culinary techniques.
- Arranging food and ensuring appealing presentation.
- Manage food storage, stock, and ingredient orders.
- Follow all IHOP's Standard Operating Procedures to properly and efficiently prep/prepare all hot and cold food to IHOP's standards.
- Work as a team with the management staff by performing routine cleaning and basic upkeep of the front and the back of the house.
- Perform general duties associated with setting up and breaking down stations throughout the kitchen and restaurant to start or close a shift as directed.
- Rotate, label, and date all product to minimize waste and spoilage.
- Maintain all kitchen equipment in clean working order at all times.
- Practice safe work habits to avoid injury to self and others.
- Perform other tasks and duties as assigned.
- Cooks spend the majority of their time in the kitchen. Frequent work includes hot ranges, walk-in freezers and coolers. Business level requires a fast work pace. Must be able to work under pressure.

- Able to move short distances throughout the shift. Bending, stooping, reaching, and pushing may be required to perform routine tasks. Constantly required to handle and move objects weighing up to 50 lbs. over moderate to long distances using hand trucks and carts.

Care Management Associate

Rose International-Dallas, TX

November 2022 to January 2023

Aetna's Medicaid Care Management Engagement Outreach Hub is a new initiative focused on prioritizing Medicaid member interaction, maximizing inbound and outbound touchpoints to solve members' needs and create behavioral change. How we do this is through a dedicated and caring team of health care professionals who connect with passion, caring and behavioral interviewing techniques. This team has a drive to exceed the delivery of Medicaid Health care services. Focus is on the Hub's efficiency and productivity efforts whereby the Care Management Associates interact and engage telephonically with members. Through the successful supports orchestrated by the Hub team, this comprehensive care coordination is a collaborative demonstration of innovative healthcare navigation and motivational health plan customer support representation.

The Engagement Outreach Hub Care Management Associate supports comprehensive coordination of healthcare services through telephonic outreach to and enrollment of our eligible members. Our Engagement Care Management Associates demonstrate a highly energetic blend of salesperson, healthcare navigator and health plan customer support representative. The Associate is responsible for direct member outreach and engagement, facilitating case assignment, and connecting identified members to care managers immediately through a warm transfer. By successfully enrolling members into care management, further supports the implementation of care plans to promote effective utilization of healthcare services, promoting and supporting quality effectiveness.

Provides support services to team members by answering telephone calls, taking messages, researching information and assisting in solving problems. Adheres to Compliance with policies and procedure/regulatory standards. Maintains accurate and complete documentation of required information that meets risk management, regulatory, and accreditation requirements. Protects the confidentiality of member information and adheres to company policies regarding confidentiality.

Sanitation Technician/Production worker

Salad and Go-Dallas, TX

May 2021 to October 2022

- Clean Machinery/parts in production area
- Use chemicals such as chlorine and sanitizer to ensure a micro organism test by Q.A is passed
- Clean grease trap
- Clean drains in the floor of production area
- Move equipment, supplies or food to required locations.
- Clean food preparation areas, facilities, or equipment.
- Remove trash.
- Prepare food for the company's restaurants
- Clean vegetables
- Prepare the meat by putting it through a machine in order to cut it into bite size pieces

Scanner Operator

Valor Force-Dallas, TX

March 2021 to May 2021

- Maintain public order or security.
- Request emergency personnel.
- Patrol properties to maintain safety.
- Prevent unauthorized individuals from entering restricted areas.
- Monitor access or flow of people to prevent problems.
- Respond to emergencies to provide assistance.
- Investigate illegal or suspicious activities.
- Block physical access to restricted areas.
- Under contract for a few months

Cook

Chili's Grill & Bar Restaurant-Lancaster, TX

January 2021 to May 2021

- Cook foods.
- Mix ingredients.
- Measure ingredients.
- Arrange food for serving.
- Serve food or beverages.
- Check quality of foods or supplies.
- Assess equipment functioning.
- Maintain food, beverage, or equipment inventories.
- Clean food preparation areas, facilities, or equipment.
- Inspect facilities, equipment or supplies to ensure conformance to standards.

Assistant Store Manager/Delivery Driver

Jimmy John's Sandwiches-Dallas, TX

January 2016 to December 2020

- Move equipment, supplies or food to required locations.
- Clean tableware.
- Collect dirty dishes or other tableware.
- Order materials, supplies, or equipment.
- Clean food service areas.
- Clean food preparation areas, facilities, or equipment.
- Take customer orders.
- Operate cash registers.

- Process customer bills or payments.
- Communicate with customers to resolve complaints or ensure satisfaction.

Wok chef/Meat cutter

Brookshire Grocery Company-Red Oak, TX
April 2013 to December 2015

- Portion beef, lamb, veal, poultry and pork
- Cut, bone and trim meat
- Serve consumers at the counter
- Advise customers on how to prepare and cook meat
- Prepare product displays
- Receive deliveries and check their content and hygiene
- Buy, order and control stock
- Move meat stock to cold storage areas
- Assist in maintaining clean and sanitary work conditions
- Prep, organize, store food at proper temperatures
- Cook Asian-style dishes
- Slice fresh, high quality deli meats and cheeses
- Serve customers hot fresh food directly from the wok
- Clean and sanitize cooking station to maintain kitchen standards
- Have food cooked and served in an efficient time frame

Material Handler

Mary Kay Inc-Dallas, TX
May 2013 to October 2014

- Process and ship packages
- Pick, pull and assemble product for shipment
- Keep the line stocked for assembly workers
- Move at an extremely fast pace
- Ship to correct department
- Use of math in determining how much product to use for each order

Sales Associate

THE CHILDREN'S PLACE-Cedar Hill, TX
January 2008 to January 2013

Cedar Hill T.X (Oct'08 January '13)

- Manage the transfer of merchandise between stores, both locally and nationally.
- Provide customer service in store by responding to their merchandise questions.

- Handle heavy volume of phone inquiries daily both with company/corporate representatives and customers alike
- Help to train new employees.
- Perform various other duties as needed, including inventory checks, visual merchandising, and arranging clothing according to corporate schematics.

Package Handler

FEDEX-Hutchins, TX

November 2011 to May 2012

Load and unload trucks/trailers with packages up to 120lbs in weight.

- Scan up to 2,000 packages daily including ones containing HAZMAT materials.
- Use handheld computer to inventory all shipments.
- Work as a team to make sure packages are delivered on time.

Retail Associate

FINISHLINE-Cedar Hill, TX

June 2008 to November 2010

Effective communicator between customers and sales representatives.

- Responsible for increasing personal and total sales by 80%.
- Give response to phone calls regarding store and products.
- Record all daily financial dealings and other information to maintain store records, including bank deposits, cashiering and securing the store

Education

High School Diploma

RAHWAY HIGH SCHOOL - Rahway, NJ

September 2004 to June 2008

Skills

- Load & Unload
- Computer Operation
- Inventory Control
- Store Management Experience
- Order Picking
- Merchandising
- Pallet Jack
- Warehouse Experience
- Food Production
- Packaging
- Shipping & Receiving

- Cooking
- Restaurant experience
- Culinary experience

Certifications and Licenses

Food Handler license

July 2022 to July 2024

Additional Information

QUALIFICATIONS More than five years of working experience in varied retail, sales and customer service-based environments. Also, additional experience in industrial work environments.

- Proficient in areas of inventory control, order processing, cashier management, and physical labor.
- Able to take direction well.
- Proven record as a top sales performer and excellent customer service skills.
- Known for handling additional duties.
- Energetic, hardworking, and reliable.
- Strong sales analysis and reporting skills and excellent problem solver.

PROFESSIONAL