



# BRANDON CODY VERRAN

Hospitality Operations Leader | Restaurant  
& Resort Management | High-Volume |  
Full-Service | Events

Big Sky, MT | Willing to Relocate

## CONTACT



830-890-4884



brandon.verran@proton.me

## SYSTEMS & SOFTWARE PROFICIENCY

- **Point-of-Sale (POS) & Order Management:** Agilysys InfoGenesis (IG), Toast POS, Aloha/NCR, Steak 'n Shake Proprietary POS, Red Lobster DASH POS
- **Reservations, Seating & Guest Flow:** OpenTable, SevenRooms, Toast Tables
- **Labor, Scheduling & HR Systems:** UKG, Hot Schedules, Schedule fly, BambooHR
- **Hiring, Training & Workforce Development:** iCIMS, Schoox
- **Guest Experience, Safety & Feedback:** Medallia, ALICE by Actabl
- **Inventory, Ordering & Vendor Platforms:** Sysco Food Ordering, Yellow Dog Ordering
- **Event & Catering Systems:** Tripleseat/Caterease
- **Operational Communication & Office Tools:** Microsoft Outlook, Microsoft Teams, SharePoint, OneDrive, Microsoft Authenticator

## CERTIFICATIONS & PROFESSIONAL TRAINING

- Emergency Life Support & First Aid (CPR / AED)
- Mental Health First Aid
- Wilderness / Remote First Aid
- Pet First Aid
- Food Safety, Sanitation & Compliance Standards

## PROFILE SUMMARY

Results-driven hospitality operations leader with 15+ years of experience driving excellence in high-volume restaurants, resort dining, catering, events, and large-scale food service. Proven track record of leading teams, optimizing service flow, and maintaining consistency in fast-paced environments. Skilled in front-of-house operations, back-of-house coordination, and emergency food service, with a strong ability to lead cross-functional teams and drive business results. Recognized for calm and effective leadership, accountability, and operational expertise, with demonstrated readiness to assume senior leadership roles, including Assistant General Manager Responsibilities.

## CORE COMPETENCIES

- **Front-of-House Leadership:** Expert in driving guest satisfaction and operational efficiency in high-volume environments
- **Operations Management:** Proven track record of managing multi-outlet operations, service flow, and pacing
- **Team Leadership:** Skilled in training, coaching, and developing high-performing teams
- **Communication & Coordination:** Effective communicator with expertise in FOH/BOH coordination and expo management
- **Financial Management:** Experienced in labor deployment, cash handling, and shift reporting
- **Event Operations:** Proven ability to deliver exceptional events, banquets, and catering services
- **Compliance & Safety:** Committed to maintaining highest standards of food safety, sanitation, and compliance

## PROFESSIONAL EXPERIENCE

### Restaurant Manager / Front-of-House Manager / Manager on Duty (MOD)

#### Big Sky Resort – Chet's Bar & Grill

- Led high-volume resort dining operations, overseeing breakfast, lunch, and dinner service for up to 800 guests
- Managed a team of servers, hosts, and support staff, providing coaching and training for exceptional guest experiences
- Coordinated with BOH leadership to ensure seamless execution, quality control, and timely service
- Oversaw guest recovery efforts, ensuring prompt resolution and maintaining high satisfaction scores
- Maintained sanitation standards, FOH/BOH integration, and operational excellence during peak periods

### Server • Server Assistant • Host • Bar Back

#### Faraway Martha's Vineyard / Neues from America

- Provided exceptional service to guests in a high-traffic tourist market, adapting to changing operational demands
- Cross-trained in all front-of-house roles, ensuring seamless coverage and support during busy periods
- Supported dining room, bar, and event service, maintaining high levels of guest satisfaction
- Assisted with inventory management, stocking, and maintaining a clean and organized workspace
- Collaborated with team members to ensure efficient service and exceptional guest experiences

### Front-of-House Manager / Resort Operations Lead

#### The Hills Resort

- Managed front-of-house operations, overseeing guest services, hosting, and bar operations
- Coordinated with housekeeping, maintenance, and other departments to ensure seamless resort operations
- Provided on-site operational leadership, covering multiple departments as needed
- Trained and developed team members to provide exceptional guest experiences
- Maintained high standards of cleanliness, safety, and service excellence

### Event Server • Banquet Server

#### Wolfgang Puck Catering

- Executed high-end catering services for luxury and fine-dining events, ensuring exceptional guest experiences
- Coordinated food handling, service timing, and event setup with event captains and kitchen teams
- Supported event planning, table staging, and breakdown, maintaining high levels of attention to detail
- Collaborated with team members to ensure seamless service and exceptional guest satisfaction
- Maintained high standards of service, presentation, and attention to detail in fast-paced event environments

Operations Management

- Restaurant Management – Human Resources Best Practices
- Hotel Management: Hospitality & Service
- Quick-Service Restaurant (QSR) Management
- Restaurant Food Costing & Inventory Management
- Revenue Management for Restaurants

Disaster Response & Emergency Services

- Disaster Food Service & Canteen Operations (Salvation Army Emergency Disaster Services)
- Emergency Disaster Services Training (Salvation Army)

Leadership & Professional Development

- Online Reputation Management (ORM)
- Leadership Communication & Motivation Training
- Professional Presentation & Public Speaking
- Productivity & Time Management for Operations Leaders

Technical Skills

- Zoho CRM User Training (Beginner–Advanced)
- AI-Assisted Communication & Productivity Tools (ChatGPT)
- Cybersecurity & Data Risk Awareness

REFERENCES

- **Katy Beauchamp**  
Volunteer Coordinator – The Salvation Army Kroc Center, Kerrville, TX  
Email:  
Katie.Beauchamp@uss.salvationarmy.org
- **Traci Dunn**  
Membership Manager – The Salvation Army Kroc Center, Kerrville, TX  
Email:  
Traci.Dunn@uss.salvationarmy.org

Assistant Manager (FOH) · Shift Supervisor · Trainer · Bartender · Server

Applebee’s Neighborhood Grill + Bar

- Led floor operations, staff training, and guest recovery efforts, ensuring high levels of guest satisfaction
- Managed service pacing, compliance, and shift execution, maintaining operational excellence
- Coordinated with BOH teams to ensure seamless service and high-quality food delivery
- Assisted with inventory management, labor scheduling, and cash handling
- Provided coaching and training to team members, promoting growth and development

Assistant Night Manager · Shift Leader · FOH & BOH Support

Steak ‘n Shake

- Ran overnight operations independently, covering server, cashier, drive-thru, and line support roles
- Maintained operational execution during overnight and low-supervision shifts, ensuring high standards of service and cleanliness
- Coordinated with teams to ensure seamless service, food quality, and guest satisfaction
- Assisted with inventory management, cash handling, and shift reporting
- Provided leadership and guidance to team members, promoting a positive and productive work environment

Server · Busser · Bar Back · Expediter · BOH Support

Red Lobster

- Provided exceptional service to guests in a high-volume casual dining environment
- Supported FOH flow, bar operations, and expo coordination, ensuring seamless service
- Assisted with dishwashing, prep, and kitchen coordination, maintaining high standards of cleanliness and efficiency
- Collaborated with team members to ensure exceptional guest experiences and high satisfaction scores
- Maintained high standards of service, presentation, and attention to detail in fast-paced environments

Host · Server · Busser · Food Runner · BOH Support

Mimi’s Café (now Mimi’s Bistro + Bakery)

- Built a strong foundation in full-service dining, supporting front- and back-of-house operations
- Assisted with dishwashing, prep, silverware, and kitchen coordination, maintaining high standards of cleanliness and efficiency
- Provided exceptional service to guests, ensuring high satisfaction scores and repeat business
- Collaborated with team members to ensure seamless service and exceptional guest experiences
- Maintained high standards of service, presentation, and attention to detail in fast-paced environments

VOLUNTEER EXPERIENCE

Canteen & Mobile Food Volunteer

2023 – 2025

The Salvation Army – Gulf Coast Region

- Prepared and served hot meals from mobile food units during community and disaster-response operations.
- Maintained sanitation, safety, and speed under high-volume service conditions.
- Collaborated with fellow volunteers and logistics teams to support steady service flow and guest care.

Donation Intake & Guest Support Volunteer

2022 – 2024

Compassion Inspired Vision — Compassion Donation Center (Dallas, TX)

- Assisted walk-in guests and families with donation services in a respectful, guest-centered manner.
- Received, sorted, and restocked clothing and household donations while maintaining clean, organized work areas.
- Supported daily operations and closing procedures to ensure smooth service flow and efficiency.

Resident Volunteer & Board Member

2021 – 2023

Southwest Llama Rescue – Kerrville, TX

- Welcomed visitors and assisted with tours while providing hands-on care for animals at the sanctuary.
- Helped organize educational events and outreach programs for guests and volunteers.
- Supported upkeep, organization, and community engagement for the facility.