



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 / Newes 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.