

# CASSY RIEMER

Metairie, LA 70005 | info@distinguishedpractice.com

## Summary

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Passionate Educator and tutor with extensive experience applying educational concepts and methods in non-traditional and innovative settings. Looking to use these skills in person and virtual settings, working more closely with academic learners. Skilled at providing feedback on individual progress of students/learners, identifying and addressing specific needs, and implementing successful action plans rooted in student interests and cultural responsibility and awareness.

## Skills

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- Customer service
- Student engagement
- Planning and coordination
- Innovative teaching methods
- Student progress analysis
- Problem-solving skills
- Online tutoring
- Study material development
- Team collaboration
- Student motivation
- Personalized learning plans
- On-demand tutoring

## Experience

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### Server/Administrator- General Manager

Mar 2013 to Dec 2020

#### Legacy Kitchen — Metairie, LA

- Began as a server/administrator, became General Manager by age 35
- Improved and implemented restaurant business plan by surveying restaurant demands, identifying and evaluating competitors and preparing financial and sales projections.
- Emphasized customer-focused approach, delivering local neighborhood restaurant environment that built customer loyalty.
- Created and implemented a training program for service employees
- Accomplished human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching, counseling and disciplining management staff.
- Created and customized personal dining experiences for individuals and groups.
- Created and marketed specialty events, including food and drink specials.
- Trained, managed, and evaluated 15-25 people per shift
- Developed and maintained positive relationships with a diverse range of customers, employees, and corporate management
- Upheld restaurant standards for food and beverage quality, team member engagement, financial goals, standard operating procedures and guest experiences.
- Scheduled and directed staff in daily work assignments to maximize productivity.

### Virtual Summer Camp Director

May 2020 to Jul 2020

#### Private Citizens — Metairie, LA

- Created fun and challenging recreational activities for 6 campers between ages of 7 and 13.
- Implemented arts and crafts activities and supervised art sessions at camp.
- Developed and implemented virtual, in-person, and blended activities to engage all campers.
- Promoted fun, safe and inclusive environment by monitoring activity of campers to identify and address behavioral issues.
- Planned, organized, facilitated and promoted diverse recreational programs.
- Diversified recreational offerings by building and overseeing activity schedule.

- Developed events and programs in consideration of needs, abilities and interests of participants.
- Established, identified and assessed event goals and intended outcomes.
- Classes/sessions included: Fitness, Little Known Black History, Arts and Crafts, Fun with ASL, Kid's Choice, Spanish for Soccer, and more.

#### **Student Teacher**

Jan 2009 to May 2020

##### **Destrehan High School — Destrehan, LA**

- Conducted 10th Grade Biology class for 75+ students, including creating and implementing a classroom management plan, collaborating with colleagues in faculty and department level meetings, and writing the teacher portion of the Mid-Term exam
- Prepared visual aids, equipment and classroom displays to foster learning.
- Provided students with personalized educational, behavioral and emotional support.
- Pursued opportunities to observe or participate in unique teaching activities to expand horizons and integrate new strategies.
- Instructed groups of students in classroom setting and provided individual student support to enhance learning.
- Created lesson plans to address requirements of state curriculum.
- Collaborated with parents to discuss and find solutions to student behaviors and needs.
- Studied lesson plan impact and made changes to methods to increase effectiveness.

#### **Crew Member- Store Manager**

Jul 2004 to Mar 2013

##### **New Orleans Hamburger & Seafood Co — Metairie, AL**

- Began as crew member; became the first Service Manager in the Company within 1 year.
- Helped to develop and implement the restaurant's signature service style.
- Collaborated with customers to offer solutions to service needs.
- Promoted to Store Manager within 3 years
- Maintained customer relations for 80+ guests per shift, while expediting to ensure food quality
- Hired, trained and developed service department staff to drive performance.
- Upheld team productivity and quality objectives by setting and maintaining clear benchmarks for service.
- Monitored employee performance through effective analysis of key metrics.
- Motivated, led and supported employees to maintain low turnover.
- Inspected completed work to assess quality and identify skill or ability issues.

## **Education and Training**

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#### **Bachelor of Science, Secondary Education**

Jun 2009

##### **University of New Orleans — New Orleans, LA**

- Graduated Cum Laude, Secondary focus in English
- Received teacher certification 2009; Add-on Certification in Special Education: Mild/Moderate

#### **Certification, Special Education: Mild/Moderate Disabilities**

Jun 2009

##### **University of New Orleans — New Orleans, LA**

#### **Associate of Arts, Liberal Arts And General Studies**

##### **Oakton Community College — Des Plaines, IL**