

# JODI RIVERA

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## FISCAL MANAGEMENT ♦ PURCHASING ♦ FOOD SERVICES MANAGEMENT

I am seeking an opportunity which utilizes my analytical, creative, and leadership talents. More than twenty years of fiduciary responsibility in the wholesale and retail food services industry. Throughout my career, I have been continually entrusted with the responsibility of rehabilitating ailing locations in order to raise productivity and guest satisfaction, while streamlining processes and costs. As an experienced leader, I have a passion for hiring the right people, training for success, and have managed a work force for facilities that have annual sales in excess of \$15-million. My experience gives me a well-versed overview of all aspects of kitchen operations from fiscal administration to food handling safety.

### EXPERIENCE:

**ARAMARK, University of South Florida**

**Tampa, FL**

**October, 2002 – June, 2025**

***Positions Held: Food Service Manager, Production Manager, Retail Location & Residential Location Manager***

#### ***Fiscal Responsibilities***

- ♦ In Residential-Decreased food costs while achieving 37 - 42% weekly profit. Weekly plate cost average \$2.85 and lower.
- ♦ In Residential-Profit center efficacy at the Andros Complex lead to advising and managing other struggling locations contracted with ARAMARK at USF.
- ♦ In Retail-Assisted finance office / Controller with royalty, food cost, and labor reporting.
- ♦ Profit center efficacy at the Andros Complex lead to advising and managing other struggling locations contracted with ARAMARK at USF.
- ♦ Conducted analysis of demand driven scheduling for all USF Dining campus locations, December 2023. Demonstrated to operators lack of scheduling efficacy, ie: where specific location labor was too high during slow periods, breaks were taken after closing, morning shifts were overstaffed, as opposed to PM shifts (which had higher transaction counts), shift changes were not staggered, etc.

#### ***Operational Responsibilities***

- ♦ Have managed the following locations and/or franchises: Camille's (certified), Einstein's (certified), Jamba Juice, (certified), Chick-fil-A, Ben & Jerry's (certified), Subway (certified) Java City, POD Market, MSC Food Court, and residential dining at - Bull's Den, Fresh Food Co., Juniper Dining, The Hub and Champion's Choice Athletic Dining.
- ♦ Previously managed the Subway franchise located in Cooper Hall. This store was the largest grossing Subway in southwest Florida, while USF was in session. Simultaneously, managed the coffee shop and Boar's Head Deli in the Muma College of Business.
- ♦ As a Production Manager-Developed four-week menu cycles, daily recipe books, daily prep and pull lists, production sheets and inventory orders. Managed Limited Time Offers and Theme days (special events), in conjunction with the Marketing Department.
- ♦ Managed a 650-seat dining facility at the Andros Center complex, servicing over 11,000 customers weekly with three dynamic dining options including sit-down, on-the-go and convenience food sales (HMR) of \$2.9 million.
- ♦ Managed daily operations of the Bull's Den Café, Ben & Jerry's and a convenience store. Hired, scheduled and managed a staff of 100+, in addition to forecasting inventory and sales for all three profit centers.
- ♦ Under Coach Leavitt, developed specialized services for the USF Bulls Football program, including nutrition guidelines, meal selection, food preparation, and catered pregame & celebration meals.

#### ***Training Responsibilities***

- ♦ Improved hiring and employee training to develop a cohesive and streamlined work environment. Cross-trained hourly and salaried employees to service all profit centers or advance their career.
- ♦ From Fall 2020 to Fall 2022, worked at the USF St. Petersburg Campus. Facilitated, trained and transitioned the staff from a competitor to ARAMARK. This campus contained a 250-seat dining facility, convenience store and Kahwa Coffee in the Student Center and Snack shop in the Lynn Pippinger Hall. Also designed menus, billing and delivery systems for students in COVID quarantine.
- ♦ In 2002, gained ServSafe Instructor and Proctor certification. Have sub sequentially maintained a high enough score to retain my Instructor/Proctor certification.
- ♦ In the summer of 2003, assigned to educate and assist new ARAMARK staff in Baytown, Texas for the opening of new ARAMARK retail locations for Exxon Mobil. Assisted in the transition of four kitchens and one satellite cafeteria onsite at the refinery.
- ♦ In the Fall of 2019, assisted in the transition of USF St. Petersburg Dining, as a result of a contract win. USFSP opened in the Fall of 2019 with new: residential dining location - The Nest, convenience retail location – The Reef, two coffee shops serving different student populations, and a robust catering enterprise. As with the Baytown, TX conversion, I assisted the employees with training and rebranding.

## AIRLINE CATERING INDUSTRY:

LSG / Sky Chefs  
Flying Food Group  
LSG / Sky Chefs

Orlando, FL  
Miami, FL  
Tampa, San Francisco

May, 2000 – October, 2002  
July, 1999 – April, 2000  
February 1993 - July 1999

### *Purchasing Manager*

- ♦ Always met or exceeded inflexible timelines with an emphasis on quality products. Emphasized on developing department structure, policies and procedures for proper food handling and receiving, (including HACCP) and security strategy (Miami). Responsible for all purchasing and storeroom activity as well as food cost (including paper-goods) for the kitchen.
- ♦ Orlando- Monthly purchases in excess of \$1M. Responsible for the purchase of food and supplies for the manufacture of products for 514 Florida 7-11 Stores and 56 Winn-Dixie supermarkets in Central Florida in addition to 15 foreign and domestic airlines.
- ♦ Provided production department with requisitions, and updated requisitions at menu changes. Served as the liaison between the production and warehouse. Helped develop standardized workstations in the production department.
- ♦ Oversaw hot and cold food production department, as needed
- ♦ Ensured correct specifications were followed in the production department. Took corrective actions, when necessary, in the production department to ensure product quality.
- ♦ Other responsibilities included: contract negotiation, assisting Chef and Pricing Department with menu presentations, vendor negotiation, sourcing, refining the development of menu breakdowns, and order guides.
- ♦ Miami-Appointed to the Food Cost Team, a company-wide committee to increase sales through lower food cost.
- ♦ Developed policies on ordering, receiving, storeroom sanitation, cross contamination, stock rotation, taking inventory, security, accounts payable, and reconciliation of statements. Trained associates, policy enforcement, determent of theft, menu breakdown and costing of Asian and domestic recipes.
- ♦ Supervisor duties included supervision and leadership of storekeepers, scheduling, department liaison, and troubleshooting. Traveled to Orlando and LaGuardia to train new Buyers / Purchasing Managers for those kitchens.
- ♦ Traveled to other kitchens to analyze operations, promote and instruct effective storekeeping/warehouse management.
- ♦ Worked with FDA officer on premises to ensure product quality.

## COLLEGIATE WORK

Small Business Development Center, University of S. Florida      March 1987 - December 1992

- ♦ **Information Specialist** - Responsibilities included: Maintenance of IBM-PC Network; production of statistical and deposit reports; database updates; initiate debugging as necessary; production of seminar rosters & nametags.
- ♦ **Fiscal Assistant** - Created and maintained an expenditure record keeping system using Lotus 1,2,3. Responsible for payroll of Student Assistants. Tracked expenditures and amortizations in over thirteen state and federal accounts. Responsible for validation and reimbursement of employee travel. Reconciled departmental ledgers monthly. Corresponded with vendors as necessary.
- ♦ **Student Assistant** - Completed independent research projects; designed and initiated client follow-up procedures, that were used for marketing the Center and improving the operations of the Center; General office duties. Assisted at seminars held for new/protentional small business owners.

## CERTIFICATION/SKILLS:

Certified ServSafe Manager, Proctor, and Instructor, National Restaurant Assn.  
Work Force Management (Kronos)  
Microsoft Office Suite, CORE, CaterTrax, Ariba, BirchStreet

## VOLUNTEER ACTIVITIES:

- ♦ **Junior League of Tampa** – Currently a Sustaining Member. While active, assisted in the copywriting, culinary instruction, fact checking, and recipe testing for Capture the Coast cookbook, as well as sales and marketing of the League's entire cookbook collection. Served as a mentor to both new and active members of the Junior League of Tampa (Provisional and Placement Mentor positions).
- ♦ **Holy Names Alumni Association** – Board member 2008 until 2013; as well as 2015 through 2019. President of Board 2011 until 2012. Chaired and assisted at events for Scholarship Fundraising. Served as Alumni Liaison to Board of Trustees 2013 to 2014.
- ♦ **Charters Life Path Hospice** – 2014 through 2018. Engaged in companionship visits with patients at a nursing home; took notes on the care and well-being of the patients during each visit; submitted reports to my Carters' Liaison. Delivered flowers from Trader Joe's in South Tampa to the Sun City Hospice House every Sunday morning. Arranged bouquets for the communal areas and entry way. Also arranged a "flower market" at the entryway, with bouquets for family members to take to the patient's room.

## EDUCATION:

University of South Florida, B.A. in International Studies, Minor in Economics

## PROFILED IN A TEXTBOOK:

Introduction to Hospitality Ninth Edition, by John R. Walker. Pearson Education, Inc., 2024. Pages 176-177. Biography of a Food Serve Professional.