

Aaron Krandel

DIGITAL DESIGNER

aaronhkrandel@gmail.com
647-448-9202
<https://www.linkedin.com/in/aaronkrandel/>

I am transitioning into the field of design to explore my creative side. I want to take the experience I have gained in my hospitality roles and blend it with my design skill set to create solutions that will leave users feeling satisfied. My skills include communication, taking initiative and teamwork. I am eager to begin my career in UX.

SKILLS

Figma, Sketch, InVision, POP App, Optimal Sort, Principle, Adobe Creative Suite, Zeplin

EXPERIENCE

Service Manager | Brass Rail Tavern

Sep. 2015 - Present, Toronto, ON

- Guided the front of house team and provided exceptional customer service to guests.
- Streamlined the onboarding process for waitresses by developing and implementing a training program.
- Boosted beverage sales by 25% over the course of 5 years.
- Collected customer feedback and addressed all inquiries.

Event Sales Coordinator | Chase Hospitality Group

June. 2017 - Jan. 2020, Toronto, ON

- Responded to inbound inquiries of all sizes
- Planned events by assisting guests with their food and beverage selections, menu customizations, payment methods, seating plans
- Designed event packages for each of the company's restaurants.
- Used event marketing and social media posts to attract more customers.

Reservationist | Chase Hospitality Group

Sept. 2016 - June 2017, Toronto, ON

- Provided a positive guest experience to ensure all diners were looked after.
- Presented various slide decks and documents to leadership pitching ways to improve the guest experience.

EDUCATION

BrainStation | Diploma Candidate, User Experience Design

Apr 2021 - June 2021

BrainStation | Certificate, User Interface Design

Jan 2021 - Mar. 2021

BrainStation | Certificate, User Experience Design

Oct 2020 - Dec. 2020