

CARSON EFFLER

Old Fort, NC | (828) 803-3182 | c.effler@icloud.com

PROFESSIONAL PROFILE

Service-focused Front of House Manager with experience in guest hospitality, team training, inventory control, vendor ordering, quality assurance, and daily bakery operations. Combines hands-on leadership with two associate degrees in information technology, honors credentials, and practical technical-support experience.

SKILLS

Leadership & Operations: Team training and coaching; inventory and vendor ordering; FIFO rotation; opening and closing; food-trailer and event operations; POS systems

Customer & Quality: Guest service; issue resolution; product quality; health and sanitation; baking support; adaptability and continuous improvement

Technology & Web: Hardware and software diagnostics; connectivity support; device inventory; Google Workspace; Microsoft Office; HTML/CSS; WordPress; Shopify; Wix

PROFESSIONAL EXPERIENCE

Gogo's Cinnamon Rolls | Old Fort, NC

Front of House Manager

June 2026 - Present

- Lead daily front-counter operations, including opening and closing, display readiness, stocking, and organization of guest-facing areas.
- Train and coach front-of-house team members on hospitality, accuracy, efficiency, and Gogo's service standards.
- Monitor supplies, place approved vendor orders, maintain records, track usage, and rotate inventory using FIFO practices.
- Resolve guest concerns promptly while checking order accuracy, packaging, presentation, freshness, and product quality.
- Help prepare and operate the food trailer at more than 15 events while maintaining service, cleanliness, and organization standards.

Gogo's Cinnamon Rolls | Old Fort, NC

Baker's Assistant

June 2022 - June 2026

- Helped develop new cinnamon-roll flavors while supporting consistent product quality.
- Delivered attentive counter and point-of-sale service and supported baking, inventory, and daily workflow improvements.

McDowell County Schools Technology Department

Assistant Tech Support Intern

Summer 2023

- Provided hardware, software, and connectivity support to staff and students and helped resolve common technology issues.
- Assisted with device inventory, tracking, setup, and practical issue diagnosis.

EDUCATION

McDowell Tech Community College

May 2024

A.S. in IT: Web Administration & Design, Honors | A.S. in IT: Software & Web Development, Honors

McDowell Academy for Innovation

May 2023

High School Diploma

CERTIFICATIONS & HONORS

Honors Certificate in IT Web Administration & Design | Honors Certificate in IT Software & Web Development | Adobe Illustrator Certification, earned 2023