

Adrian Kovalerchik

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PROFESSIONAL SUMMARY

A hospitality focused restaurant leader with 3+ years of hands-on management experience, currently serving as an Administrative & General Manager in Santa Clara, overseeing payroll/scheduling for a 16-person team, performance reports, and maintaining inventory to meet daily demand. Known for quick, friendly guest relations, strong team communication and building a positive service culture. Bilingual (Russian) and highly organized, with a track record of improving customer retention and revenue (~25%) through consistent execution, and a “hospitality-first” mindset.

EDUCATION

Bachelor of Science, International Business

May 2026

San Jose State University, San Jose, CA; 3.78 GPA

Additional Coursework in Business Law, Business Systems, Business Analytics, Business Ethics, Finance, Global Dimensions of Business, Marketing, Operational Management, Organizational Behavior

SKILLS

- Bi-lingual (Russian)
- Customer Service & Engagement
- Conflict Resolution
- Correspondence Drafting
- Communication
- Data Analytics & Reporting
- Financial Literacy
- Leadership
- Logistics Coordinator
- Operations Management (Daily Execution, Standards, Efficiency)
- Recruitment
- Salesforce CRM
- SQL
- Writing & Editing

PROJECT EXPERIENCE

Head of Debate Club, Event Coordinator for Invasion Car Club

September 2025 - Present

WORK HISTORY

ADMINISTRATIVE & GENERAL MANAGER, Poke Poke Fish Bar, Santa Clara, CA

August 2021 - Present

- Address customer concerns promptly, leading to perfect customer relations and engagement.
- Assign tasks, monitors performance, and delivers feedback to drive improvement.
- Completes bi-weekly payroll and scheduling for 16 employees.
- Lead to an increase of revenue growth and customer retention by ~25%.
- Maintain food inventories to support business demand.
- Maintain filing systems for all documents related to department operations, such as invoices, contracts, purchase orders, and personnel files.
- Provide administrative support to executive management team by preparing agendas and organize meetings.

CUSTOMER SERVICE REPRESENTATIVE, Elevate360 Inc., Menlo Park, CA

May 2024 - February 2025

- Achieved swift complaint resolution through exceptional service skills.
- Communicated with clients and stakeholders to present clear, accurate information.
- Enhanced satisfaction by resolving issues quickly and efficiently.
- Key Account Serviced: - Meta - Provide guidance on transit options, accessibility support, and data management to enhance transportation efficiency.