

# ERICA NICKOLAUS

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## PROFESSIONAL SUMMARY

Focused leader with 6+ years of experience in employee supervision, training, scheduling, conflict resolution, and compliance. Known for building strong teams, navigating sensitive situations with professionalism, and maintaining high operational and service standards. Looking to transfer to HR or people operations roles where strong interpersonal, organizational, and leadership skills can support employee success and organizational growth. My skills in the restaurant business will display well in these fields.

## EDUCATION

Bachelor of Science in Leadership  
Old Dominion University — Expected December 2025

## PROFESSIONAL EXPERIENCE

Assistant General Manager  
GrillMarX Steakhouse and Raw Bar  
Columbia, MD January 2022 – Present

- Lead daily operations and directly supervise front-of-house team members, supporting their performance, development, and wellbeing.
- Assist with hiring efforts, including reviewing applications, participating in interviews, and onboarding new staff.
- Train employees on service standards, company policies, safety protocols, and communication procedures.
- Develop and manage weekly schedules, balancing labor budgets, staffing needs, and employee preferences.
- Address workplace conflicts, mediate concerns, and support a positive, healthy work environment.
- Maintain compliance with labor laws, safety procedures, and organizational policies. - Manage documentation including daily reports, incident logs, and operational records.

Server

## GrillMarX Steakhouse and Raw Bar

Columbia, MD July 2020 – December 2021

- Delivered high-quality, attentive service while collaborating with team members to uphold organizational standards.
- Supported new staff by answering questions, modeling best practices, and providing informal training.
- Resolved customer concerns with professionalism, reinforcing a respectful and service-focused culture.

## Server

### Clyde's of Columbia

Columbia, MD February 2019 – July 2020

- Managed multiple priorities and communicated effectively in a fast-paced, team-oriented environment.
- Supported new team members through peer mentoring and guidance.

## CERTIFICATIONS

ServSafe Certification

TIPS Certification