

CONTACT

PHONE
(423) 488-0604

EMAIL
felicianomichaelj@gmail.com

LOCATION
8016 Brick Dr
Chattanooga, TN 37421

LINKEDIN
linkedin.com/in/michaelfeli

EDUCATION

Chattanooga State Community College

Business Administration, A.S.

Aug 2026–May 2028 (expected)
Tennessee Transfer Pathway
Planned transfer to UTC

Penn Foster High School

High School Diploma
Oct 2023–Feb 2025

CORE SKILLS

People

Crew coaching · Team leadership
Volunteer onboarding

Operations

Planning · Scheduling
Guest service · Restaurant operations

Communication

Conflict resolution
Clear communication · Time management

JOSIAH FELICIANO

Michael Josiah Feliciano

TRAINING / OPERATIONS / TEAM LEADERSHIP

50+ crew members trained | 200+ volunteers onboarded

PROFILE

Business Administration student, Certified Traveling Trainer, and Service Specialist with experience in restaurant operations, crew development, and ministry scheduling. Brings hands-on coaching, clear communication, and dependable team coordination.

WORK EXPERIENCE

Raising Cane's Chicken Fingers

Certified Traveling Trainer (CTT/NRO) — Jun 2026–Present
Service Specialist — May 2026–Present
Certified Crew Trainer (CT) — Jan 2026–Jun 2026
Crew Member — Nov 2025–Jan 2026

- Trained 50+ crew members in front-counter service and restaurant standards; selected to support onboarding and training at other locations.
- Named Restaurant #1288's first Service Specialist; coach service habits, resolve guest concerns, and support food safety during busy shifts.

Publix Super Markets

Cashier — Jun 2025–Nov 2025
Customer Service & Bagger — Apr 2025–Jun 2025

- Processed payments, answered customer questions, and maintained efficient checkout flow while providing friendly service during busy periods.
- Bagged groceries, assisted cashiers, and maintained a clean, organized front end to help customers finish their shopping smoothly.

Genesis House of Tea

Lead Server — Sep 2024–Apr 2025
Food Server — Mar 2024–Sep 2024

- Led front-of-house operations, trained and supported staff, and handled guest concerns while keeping service organized and consistent.
- Prepared drinks, served guests, and managed orders; coordinated with teammates during busy periods to maintain a welcoming dining experience.

VOLUNTEER LEADERSHIP

Redemption to the Nations

Children's Ministry Scheduling Coordinator — Nov 2020–Present

- Manage Planning Center schedules, volunteer communication, and file organization; coordinate with ministry leaders to prepare teams for Sunday and Wednesday services.
- Onboarded 200+ volunteers; grew into planning coordinator and team lead responsibilities, supporting training and preparing volunteers to serve.

References available upon request