

Theresa Dien (Terri)

Terri.Dien@gmail.com

Facebook: TerriDien

Twitter: @chefterridien

Website: www.chefterridien.com

Instagram: Chef Terri Dien

LinkedIn: [Terri-Dien](#)

I am a Chef Instructor, Pastry Chef, Recipe Writer and Recipe Developer with a passion for teaching others how to appreciate and respect flavorful and nutritious foods. I utilize an enthusiastic teaching style with science, history and culture to motivate and encourage students to push beyond their boundaries and limitations. It would be my pleasure and honor to join your organization.

Summary of Qualifications

- Certified Food Safety Manager (exp. Sept. 2018).
- Teaching experience includes classes in hands-on or demonstration style setting.
- Nutrition Assistant certificate earned from City College of San Francisco.
- Professional demeanor – exhibits the highest standard of professionalism.
- Possession of over 15 years' experience in logistics and management in special events.
- Self-motivated and meticulous; I have an obsessive attention to detail.
- Excellent time management skills -- highly organized, resourceful and flexible.
- Best qualities: cheerful attitude and friendly nature.

Summary of Administrative Skills:

- Proficiency using MS Word, Powerpoint and Excel and corresponding apps (Apple's Pages, Numbers and Keynote and Google's Docs, Sheets and Slides).
- Proficiency using collaborative and administrative tools – Base Camp, Hip Chat, PlaybookHR, Fresh Desk, Talk Desk, Uber Conference, Google Hangouts, Citrix Go to Meeting and Skype.
- Excellent telephone etiquette and presence.
- Working knowledge of web publishing tools – Wordpress, Weebly, Canva.
- Proficiency using social media tools such as Hootsuite, Twitter, Facebook Pages, Pinterest, Instagram, YouTube, SquareSpace, Constant Contact, Mail Chimp.

Professional Experience

2015 – Present Resident Chef, Sur La Table, Los Gatos, CA

- Full time culinary program manager for Store 11 in the Sur La Table retail chain
- Teaches hands-on style cooking classes for kids, teens, adults
- Manages staff of 7 chef instructors and 19 kitchen assistants
- Responsible delivering corporate expectations for in-store customer experience in cooking classes through hands on cooking instruction and culinary retail sales.
- Manages all aspects of private event classes.
- Has grown culinary program by 12% since taking on the position.
- Lowered food and supply costs and controlled payroll expenses by 6%.

2006 – Present Chef Instructor, Department of Recreation and Parks, South San Francisco, CA

- Chef instructor for recreational cooking classes for all formats: kids, teens and adults.
- Hands-on and demonstration style instruction of classes ranging from breads, cakes, cupcakes, pastries, pizzas, paellas, healthy cooking techniques, confections, and entertaining.
- Utilizing interactive mobile technology in class with iPads and technique videos.
- Culinary range: fully trained chef in hot kitchen foods as well as baking and pastry arts.
- Sample class titles: Basically Baking, Cream Puffs and Éclairs, Pizza Party, Ravioli and Tortellini, Meals in Minutes, Budget Friendly, Light and Healthy, Special Occasion.

8/2010 – Present Cofounder, DearMartini, LLC, San Mateo, CA

- Co-founder and CEO of startup developing web apps for culinary instruction.
- Researched and wrote business plan.
- Developed, shot and edited cooking lesson videos.
- Wrote copy and instructive narration.
- Performed tasks in videos.
- Currently developing minimum viable product for customer validation.
- Responsible for all social media outreach to develop customer traction.
- Developed financial model, budget, cashflow report and pitch-deck for investors.

4/2012 – 8/2014 Social Media Coordinator, San Mateo County Event Center, San Mateo, CA

- Planned and executed all social media campaigns and monthly newsletters for events taking place at the Event Center and the San Mateo County Fair (2012, 2013 and 2014).
- Wrote and published Event Center and Fair Wordpress Blogs.
- Event Coverage includes photo and video content collection.
- Deployed Facebook and Twitter contests.
- Maintained strong relationships with event clients – put best face forward for client outreach.

9/2010 – 11/2010 Consultant, R&D Pastry Chef, FullBloom Baking Company, Newark, CA

- Developed exclusive products for private label clients.
- Conducted recipe testing, iteration and validation among clients.
- Responsible for communications between sales dept, plant management and clients.
- Wrote and maintained recipe iterations within company's proprietary database.

8/2008 – 12/16/12 Consultant, Pastry Chef, Sweet Breams, San Mateo, CA

- On spec development and testing of recipes for batter and fillings for a local taiyaki snack shop.
- Developed and implemented current production procedures.
- Launched custom cupcake line.
- On-call for troubleshooting, guidance and general assistance.

1/2005 – 8/2010 Senior Chef Instructor, Draeger's Cooking School, San Mateo, CA

- Was responsible for development, testing and writing of all recipes utilized by the Cooking School – both for private classes and public lessons.
- Managed private events and class facilitation to ensure highest level of customer satisfaction.
- Conducted hands-on and demonstration style classes ranging from desserts and pastries, sushi, crepes and dim sum.
- Assisted visiting chefs in all aspects of course teaching.
- Administrative tasks, customer service and fine dining service skills.
- Procured and prepared ingredients and mise en place for classes.

Education

City College of San Francisco

Culinary Arts and Hospitality Studies, Associate of Arts May, 2005

Culinary Arts Program, Food Service Management Program, Awards of Achievement.

Nutrition Assistant Program, Certification

Food Safety Certification, expires September, 2018