
Experienced Management Professional

A proven multi-unit leader, with over twenty years' experience building, training and motivating teams to provide superior customer service and full execution of operational functions. Consistently meets and exceeds established financial and sales goals and maintains profitability through the implementation and execution of best practices in customer service, merchandising, operations and P&L management.

Key Skills and Abilities

- Retail & Departmental Management
- Food Service Management
- Safe Food Handling
- Accounting & Payroll
- Vendor & Supplier Relations
- Employee Supervision & Labor Relations
- Developing Profit Strategies
- Budgeting and Cost Containment
- Product Merchandising
- Financial Analysis
- Delivering Excellent Customer Service
- Superior Communication Skills

Professional Experience

Anonymous Company, Pittsburgh, PA

2011-Present

District Operations Coordinator

Direct operations for 48 business offices in 2 districts covering three states. Work with district managers to ensure that staffing schedules meet customer needs and budget objectives. Maintain centralized asset inventory. Enforce company standards, policies, and procedures to reproduce and reinforce the company brand. Coordinate with landlords and third party service providers to open, close and maintain offices to corporate standards. Supervise staff in supporting office upgrades, deliveries and administrative activities. Plan and participate in district meetings.

- Successfully manage two districts
- Centralized supply ordering and distribution
- Improved lines of communication between individual store managers and district office

Anonymous Company, Charlotte, NC

2009-2011

General Manager

Provided strong, positive, and in-store operational leadership as general manager responsible for all day to day operations of retail storefront and two kiosks. Built store sales through a relationship oriented marketing approach to local businesses. Implemented corporate promotions to maximize sales and create a positive selling environment. Promoted corporate brand and culture of "best-in-class" customer service at all times; ensured exceptional quality and service. Recruited, hired and trained all store employees; delegated and empowered employees to manage and be held accountable for daily operations of their respective departments. Oversaw cash handling, customer service, merchandising, human resources; administration, strategic business planning; and operations. Developed and implemented financial and operations plans to meet customer requirements while controlling expenses, achieving budgeted labor costs and maximizing profits. Controlled costs through effective labor practices and precise cost and inventory controls in all departments.

- Produced the highest revenue of any company location in the Charlotte market

- Increased lunch and catering sales by 30%; increased total sales by 9%
- Increased net income by 8.5% through careful control of expenses

Anonymous Company, New York, NY**2005-2008**Operating Partner; Director of Training

Simultaneously served as Director of Store Operations, Director of Training and District Manager for over 35 franchised locations. Liaised with franchisees in all aspects of new store openings and day to day operations while working to build the brand and drive profits. Selected and developed store management teams. Conducting SWOT analysis to identify training gaps; taught training and certification classes to franchisees. Inspected store environments and reviewed key business indicators in all stores to identify problems and opportunities for improvement in order to provide coaching to store teams needed to achieve operational goals. Participated in marketing and merchandising decisions and oversaw outsourced marketing projects.

- Supervised operations generating up to \$24 million dollars in revenue in 9 states and Canada
- Created the entire operations manual for the franchise
- Created and implemented all aspects of the franchise training program for all employees and owners

Anonymous Company, New York, NY**1999-2005**Store Manager

Directed day to day operations of a high volume retail store. Supervised a staff of over 45 employees, while overseeing all customer service and staff related concerns. Developed, executed and measured the impact of strategic and operational plans for the store. Additional duties included financial analysis, implementing district-wide marketing programs, and analysis of district-wide food, labor, training and retail reports to optimize sales.

- Named Manager of the Quarter
- Successfully managed, trained and coached over 25 management trainees at the start of their career
- Revitalized five stores suffering from poor sales through effective training and staffing initiatives

Certifications

ServSafe Food Handling Certification

New York City Health Department Food Handling Certification

Starbucks Coffee Master Certification

Education

Business Coursework, International Correspondence School, Pittsburgh, PA