

**RESUME CUSTOMER**  
Street Address, City, State ZIP Code  
888-888-8888 ■ email@address.com

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<b>OBJECTIVE</b>	Seeking a position in which my 22+ years professional experience, multi-unit management skills, training expertise, franchise knowledge and organizational capabilities will be of value.
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**SUMMARY OF QUALIFICATION**

**OVERVIEW** Experienced, innovative and highly accomplished manager and training/operational director with a proven track record of professional leadership and success. Over 15 years of managerial experience within the restaurant, food & beverage and retail industries.

**LEADERSHIP** Solid background in overseeing store operations and inventory, managing staff, developing marketing plans, implementing successful sales tactics, handling vendor/supplier relations, facilitating report preparation/sales analysis, and creating highly productive work environments.

**HR SKILLS** Over 10 years experience in HR, including hiring, supervising, and training staff; overseeing payroll and scheduling; producing employee procedures manuals; and scheduling operational tasks and projects.

**COMMUNICATION** Well-developed communication skills demonstrated through designing presentations and training classes, facilitating positive client relations, conducting workshops and promotions, writing proposals and manuals, successful merchandising, and proficiency in PC operations.

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**PROFESSIONAL EXPERIENCE**

**District Operations Coordinator; July 2011 to Present**

Anonymous Company  
Pittsburgh, Pennsylvania

- ◆ *Responsible for all day-to-day operations for 48 offices in 2 districts that cover 3 states.*
- ◆ Make adjustments to labor staffing and scheduling to meet and exceed budget.
- ◆ Maintain the asset management inventory.
- ◆ Coordinate the set up and shut down of all offices.
- ◆ Coordinate with landlords, facilities to ensure office standards are consistently met.
- ◆ Manage the centralization of supply ordering and distribution.
- ◆ Manage staff to support office upgrades, deliveries and administrative activities.
- ◆ Dedicated to helping our clients achieve their financial objectives by ensuring operational excellence in each office.
- ◆ Plan, attend and participate in district meetings.

**General Manager; March 2009 to April 2011**

Anonymous Company  
Charlotte, North Carolina

- ◆ *Successfully managed all day-to-day operations for the highest revenue producing store and two seasonal kiosks in the Charlotte, NC market.*
- ◆ *Built store sales by cultivating relationships in the business community and initiating local store marketing campaigns by visiting local business.*
- ◆ *Increased lunch and catering sales by 30%*
- ◆ *Improved total sales by 9%*
- ◆ *Controlled expenses and increased net income by 8.5%*
- ◆ Sourced, recruited, hired, trained and developed players for all in-store positions.
- ◆ Prepared sales forecasts along with production planning to ensure inventory management and proper ordering and receiving of product and supplies.
- ◆ Monitored sales growth and cost control of the store against the budgeted expectation and historical performance, to ensure that profit goals were met.
- ◆ Maintained and exceeded customer satisfaction to build brand loyalty.

PROFESSIONAL EXPERIENCE (*continued*)

**Director of Training, Operating Partner, Franchise Owner; 2005 to 2008**

Anonymous Company  
New York City, New York

- ◆ *Supervised over 35 restaurants with \$16 - \$24 million in revenue.*
- ◆ *Created entire Operations Manual for operating franchise.*
- ◆ *Successfully created and executed entire training program implemented for all personnel, from hourly employees to franchise owners.*
- ◆ *Developed all necessary strategies and tactical actions to manage and operate all stores located in 9 U.S. states and Canada.*
- ◆ *Simultaneously served as Director of Store Operations, Director of Training and District Manager* with responsibility for liaising between franchisees and corporate team, acting as the point person for franchisees in all aspects of new store openings and day-to-day operations
- ◆ Worked to build the company as a trusted brand while building profits.
- ◆ Selected and developed store management teams. Taught training and certification classes of up to 25 franchisees and store managers per month, drawing from a variety of information-gathering methods and conducting needs assessment to identify training gaps.
- ◆ Constantly reviewed store environments and key business indicators in all stores to identify problems, concerns, and opportunities for improvement in order to provide coaching to the store teams to achieve operational goals.
- ◆ Owned and operated a franchise of Anonymous Company, a chain of high-volume restaurants featuring the legendary soups of Bob Smith. Responsible for a wide range of managerial duties, including hiring, coaching and training staff while ensuring the store meets and exceeds corporate standards.
- ◆ Additionally responsible for marketing and merchandising. Coordinated with local college marketing students and local businesses to promote store brand and increase profits.

**Store Manager; 1999 to 2005**

Anonymous Company  
New York City, New York

- ◆ *Named Manager of the Quarter Q2 in 2004.*
- ◆ *Effectively managed, trained, coached, and supported 25+ retail management trainees through the corporate training curriculum. Promoted over 15 assistant managers to Store Manager.*
- ◆ *Successfully revitalized 5 stores suffering from consistently decreasing sales by training and reconstructing staff while reestablishing company standards.*
- ◆ *Created Art Program allowing local artist to display artwork in 9 local Starbucks locations.*
- ◆ *Participated in yearly Earth Day cleanup of Riverside Park, NYC.*
- ◆ Served as Store Manager as well as District Specialist for labor control, food and pastry, retail, communications, maintenance, training and store operations. Specialized in district-wide implementation of new marketing schematics. Toured district and inspected 9 stores for proper schematics, roll-out, and implementation of all corporate-related issues and displays.
- ◆ Responsible for managing all day-to-day operations of a high-volume retail store, directly supervising a staff of over 45 employees, and overseeing all customer service and internal staff related issues and concerns. Developed strategic and operational plans for the work group, managed the execution of these plans, and measured the results.
- ◆ Additional duties included reviewing and analyzing all store reports and indicators, implementing innovative district-wide marketing ventures, providing direct input relating to district-wide roll-outs, and focusing on district-wide food, labor, training and retail report analysis to optimize store and district sales.

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EDUCATIONAL BACKGROUND

**Professional Certifications; 2004 to Present**

- ◆ *ServSafe certification*
- ◆ *New York City Health Department certification*
- ◆ *“Increasing Human Effectiveness” course certification (Starbucks Coffee Company)*
- ◆ *Coffee Master certification (Starbucks Coffee Company)*

**Business Coursework & Professional Development; 1993**

INTERNATIONAL CORRESPONDENCE SCHOOL

Pittsburgh, Pennsylvania

**High School Diploma; 1992**

ANONYMOUS HIGH SCHOOL

Pittsburgh, Pennsylvania