

Name

Durham, NC Area

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Proven Director: Foodservice, Restaurant, Beverage, Catering, Operations, P&L/Vendor/Project/Event/People Management

Self-directed and driven food and beverage professional with comprehensive accomplishments leading culinary and entertainment strategy, food service account management, catering, menu development, event coordination, project management, and cross-functional teams to achieve goals. An innovative thinker with strong hospitality, higher education, retail, and restaurant industry acumen. Demonstrated success in developing and executing plans in fast-paced, regulated environments. Recognized for implementing appropriate operational improvements through expense analysis to control costs and ensure revenue and profit growth. Expertise includes managing multimillion-dollar food operations, budgets, restaurant staff, increasing sales, project loans, construction and event projects, and advising executives.

- Food Service Operations, Preparation, Safety • QSR, Casual, Fine Dining Restaurants • New Openings • Catering Sales • Account, District, Region Management • Vendor, Contract Negotiation • Inventory • Menu, Recipe Development • Financial Performance, Improvement • P&L, Expense Management • Revenue Growth • Entertainment • Alcoholic Beverages • Liquor Licensing • Promotional Marketing • Advertising • Digital Media • Collaboration • Technology • People Management

PROFESSIONAL EXPERIENCE

Duke University, Durham, NC

2010-Present

A leading private research university with approximately 15,892 students, 8,880 employees, and a \$2.8B annual budget.

Director, Food Service & Catering

- While employed by Pitchfork Provisions, manage \$10M in revenue annually, 160 staff, and numerous culinary professionals overseeing nine award-winning fine dining, chef's kitchen, and food locations serving 15,892 students faculty.
- Direct food, beverage, and catering operations, employee training, menu development, and event planning.
- Increase customer satisfaction by creating innovative and nutritious food options accommodating different diets, including preparing vegan, vegetarian, gluten-free, low carbohydrate, low fat, and custom dietary dishes daily.
- Reduce expenses by controlling budgets and inventory costs effectively.
- Enable revenue growth by analyzing popular menu items and planning foodservice operations accordingly.
- Grew relationships with university executives and multiple national vendors, including US Foods, Coca-Cola, and PFS Sales.
- Mitigate liability by ensuring compliance with all safety and health regulations.
- Coordinated culinary, vendor, logistics, and props for 6,000 attendees during the inauguration of Duke University's president Vincent Price.
- Designed and implemented food service operations for the Brodhead Center, the hub of campus dining with 13 restaurants, flexible gathering spaces, and conference rooms.
- Facilitated a committee focused on using only on-campus vendors for all student events.
- Awarded for Culinary Excellence numerous times; received the Environmental Leadership award.
- Four-time recipient of the People's Choice award for having the best food on campus.

Eddie Montgomery's Steakhouse, Harrodsburg, KY

2009-2010

A 20,000 square foot log-structured restaurant that seated 365 guests and specialized in premium steaks and entertainment.

General Manager

- Led food, beverage, and entertainment operations and employee hiring, training, and development.
- Reinvigorated the stalled construction of a \$6.5M, 20,000 square foot entertainment venue and fine dining steakhouse.
- Integrated inventory software with bookkeeping software, which improved processes and reduced accounting errors.
- Expanded alcohol sales by collaborating with local government to extend hours and acquired six additional liquor licenses for multiple restaurant locations.
- Mitigated revenue loss by designing a new employee end of shift cash out procedure.
- Built an innovative compensation plan that graded staff on customer service, menu expertise, liquor, and health regulations.

O'Leary's Pub, Chicago, IL Area

2007-2008

A local Irish pub and food establishment.

General Manager

- Oversaw food, beverage, alcohol, entertainment operations, marketing, advertising, finance, and promotions.
- Increased efficiency by implementing point of sale (POS), QuickBooks, and inventory control software.
- Empowered profit growth by creating architectural plans and renovations for an additional restaurant location.

Lee's Ford Resort Marina, Nancy, KY

2003-2007

An all-inclusive recreational facility on Lake Cumberland providing vacation lodging, cottages, entertainment, and boat docks.

Manager, Operations, 2003-2007

- Managed \$6.5M in annual revenue and 16 staff across nine lines of business.
- Planned all front and back of house operations, including menus, recipes, food, and beverage selections.
- Grew sales by developing and deploying impactful marketing and advertising campaigns.
- Reached new customers by leveraging digital media and refreshing the company website.
- Drafted legislation that led to annexation for beer and liquor sales.
- Accelerated revenue growth by \$8.5M in six months by designing a profitable early renewal promotion for marina contracts.
- Delivered \$2M in incremental revenue by developing and implementing a seasonal Christmas village and lights promotion.
- Modernized processes by replacing eight obsolete software systems and other technology upgrades.

Ruby Tuesday

1993-2003

A casual dining restaurant with 270 locations and \$1.1B+ in revenue.

General Manager and District Manager, Somerset, KY, 1997-2003

- Oversaw expense and inventory management, employee hiring, onboarding, and scheduling, and guest satisfaction for Completely Casual, which operates under the trade name, Ruby Tuesday.
- Ensured profitability by reviewing and eliminating excess expenditures.
- Drove sales by continuously improving the customer experience.
- Expanded revenue by opening new locations.
- Generated double-digit food sale increases in a dry market.

Assistant Manager, Lexington, KY, 1995-1997

- Hired, trained, and developed staff and ensured compliance with applicable health codes and regulations.
- Cut costs by analyzing customer preferences and ordering food for the most popular menu items.

Associate Manager, Louisville, KY, 1993-1995

- Supervised employees and culinary operations for Morrison's Cafeteria (operating under Ruby Tuesday and later sold to Piccadilly Cafeterias).