

GENERAL MANAGER RESUME

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General Manager with 10+ years of experience driving revenue performance, growth, and service excellence for well-established hospitality organizations. Proven expertise in executing robust strategies, managing large budgets, and improving processes that result in reduced costs, higher quality, and greater yield. Instrumental in overseeing multi-venues, controlling costs, and keeping employee turnover rates below industry standards.

PROFESSIONAL EXPERIENCE

HAKKASAN GROUP

General Manager

Las Vegas, NV

September 2017–Present

- Leverage leadership and maintain full oversight of multiple company venues in both US and Mexico
- Spearhead a team of 14 managers, including 2+ assistant managers, 3+ sales managers, and 4 facilities and engineering managers
- Manage a \$7M budget while constantly developing and implementing financial and CapEx strategies to achieve top-line revenue and drive cost reductions
- Performed succession planning by introducing hiring criteria, training, and performance evaluation for management positions, increasing productivity by 25%
- Applied effective strategies and led the implementation of improved EBITDA levels across all venues, growing EBITDA revenue by 225% over 2 years

LIGHT GROUP MANAGEMENT

General Manager

Las Vegas, NV

July 2011–August 2017

- Led a cross-functional team of 6+ managers along with 300+ staff members
- Spearheaded venue operations, including financial analysis of prelims and budgets, catering sales, banquet event services, vendor sourcing, and strategic planning
- Conducted staff trainings at all levels including managers, bartenders, beverage runners, cocktail servers, porters, and stewards, which improved service levels by 15%
- Developed and implemented marketing strategies and concepts that resulted in 35% revenue growth over 3 years
- Reduced food and beverage COGS down by 3 points and 5 points respectively
- Slashed labor costs between 5%-15% according to different venues

EDUCATION

NORTHEASTERN UNIVERSITY

Bachelor of Science in Business Administration
Honors: cum laude (GPA: 3.7/4.0)

Boston, MA

May 2011

ADDITIONAL SKILLS

- Proficient in MS Office (Word, Excel, PowerPoint) Outlook, MS Access
- Fluent in English, Spanish, and French