

JOSEPH AMBERLY

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SENIOR LEVEL OPERATIONS MANAGER

15+ Years' Restaurant Operations Experience / Public & Private Corporations with up to \$3.3 Billion in Revenues

High Growth & Established Companies / Start-up Ventures / Turnarounds

Texas Food Management Certification / ServSafe Certified

Participative management professional; results focused, entrepreneurial and practical. Progressive leadership experiences have created a passion for surpassing financial and service objectives via a combination of world class service delivery, lean operating methods, renewed marketing directions, and incentive driven rewards for team achievement. Derive genuine pleasure from transforming high-potential staff into outstanding leaders demonstrating the creativity critical to financial and operational success. Available for travel and relocation. BS, Business Management. Core professional competencies include:

- multi-unit operations management
- multimillion-dollar P&L management
- food, labor, marketing cost controls
- sales, product, market analysis
- project planning & development
- risk management & inventory control
- site selection & construction
- facility management
- vendor sourcing & negotiating
- customer relations & satisfaction
- human resources management
- team building & staff retention

RELEVANT EXPERIENCE

BROTHERS PIZZERIA, LLC

Denton, TX

(Privately Held Company; authentic New York style pizzeria with \$500,000 in annual revenue)

General Manager/Principal (2002 to 2006)

Developed and operated a multi-unit New York style pizzeria. Composed detailed business plan and secured financing from private investors. Negotiated a 5-year lease, construction, and physical development in less than 60 days. Driven by the desire to succeed, took Brothers Pizzeria from concept to creation in under a year. Held full planning, operating, marketing, advertising, HR, and P&L responsibility.

Key Achievements:

- Grew business from zero to \$500,000 in annual revenue within 4 years.
- Negotiated a sizeable lump sum payment and percentage of sales for company's first franchise unit.
- Restaurant achieved a five star rating and was featured in the Dallas Morning News as "A Great Place to Eat Pizza".
- Orchestrated the profitable sale of Brothers Pizzeria in 2008.

PETER PIPER, INC.

Dallas, TX

(Privately Held Company; operates and franchises 130 pizza parlors in five Southwestern states with \$30 million in annual revenue)

Area Supervisor (1998 to 2003)

Recruited to plan and direct the opening of four high-volume concept restaurants. Managed all pre-opening activities (e.g. site selection, construction, vendor relations, purchasing, equipment, operations, staff recruitment, training) and an aggressive marketing effort. Led franchisor relations, contract negotiations, logistics, and all customer service functions. Handled all menu development and costing. Held full P&L and operating responsibility for 6 locations with 300+ employees; designed budgeting, expense control and month-end reporting.

Key Achievements:

- Turned around 2 locations with \$20,000/month negative cash flow—reinvented business model, introduced storage and prep procedures, tackled staffing problems, and restored to positive cash position within 4 months.
- Increased sales by \$360,000 per month by bringing arcade department in-house for 6 locations.
- Successfully managed 4 store openings in 18 months on-time and within budget.
- Improved management/labour relations and reduced employee turnover rate by 110%.

Résumé Continued...