DAVID BROOKS

General Manager

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in LinkedIn

WORK EXPERIENCE

General Manager

Wawa, Inc.

📅 2018 - current   📍 Media, PA

- Developed operational reports in Google Data Studio to provide actionable insights on sales, inventory, and labor KPIs.
- Implemented Oracle HCM Cloud for employee onboarding, resulting in a **21% improvement in first 90 days performance**.
- Managed financials using Xero to achieve a 97% accuracy rate in reporting and a 12% reduction in billing errors.
- Trained team members on the effective use of Salesforce, resulting in a 98% adoption rate and increased operational efficiency.

Operations Coordinator

Aramark Corporation

📅 2014 - 2018   📍 Philadelphia, PA

- Coordinated operations with streamlined processes that achieved a 94% on-time delivery rate and a 17% faster order processing time.
- Applied Kinaxis RapidResponse to optimize inventory levels and improve demand forecasting, resulting in 22% fewer stock outs.
- Optimized order fulfillment using NetSuite, which increased the inventory turnover rate by 14%.
- Oversaw cross-functional projects in Basecamp, leading to a **23% increase in overall team productivity**.

Team Leader

Comcast Corporation

📅 2010 - 2014   📍 Philadelphia, PA

- Led a customer service team at Comcast, achieving a 96% customer satisfaction rating and a 21% improvement in first-call resolutions.
- Presented monthly performance reports using Google Data Studio, providing valuable recommendations to the management team and contributing to a 19% team efficiency improvement.
- Leveraged Salesforce CRM system to streamline customer interactions, **expediting average response time by 32%**.
- Collaborated with the team in Google Workspace to reduce email response time by 28% and improve information sharing.

EDUCATION

Master of Business Administration

University of Pennsylvania

📅 2010 - 2012

📍 Philadelphia, PA

Bachelor of Science Economics

University of Pennsylvania

📅 2006 - 2010

📍 Philadelphia, PA

SKILLS

- Salesforce
- NetSuite
- Google Data Studio
- Oracle HCM Cloud
- Xero
- Basecamp
- Kinaxis RapidResponse
- Google Workspace
- Encryption Software

CERTIFICATIONS

- Certified Manager (CM)