

# BRANDON DELL CIOPPIA

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## Business Manager / Franchise Owner

Motivated, highly efficient leader with an extensive track record of skillfully overseeing a wide range of general business, process optimization, cost analysis, marketing and sales growth operations. Utilized a solid background in general management to effectively devise, implement and manage goal-surpassing sales strategies, techniques and campaigns. Excel in taking calculated risks, executing profitable strategies while focusing on cost savings and identifying growth opportunities. Superior leadership talents relating to decisive planning, staff supervision, scheduling and project management. Skilled in consistently providing customers with exceptional service and support.

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## Selected Career Highlights

- Successfully developed and enacted brand recognition strategies which increased revenue generation.
  - Collaborated, negotiated and built relationships with inventory and production companies in an effort to better streamline the company's production processes.
  - Created accurate production yield charts for supervisors and consistently maintained cost control.
  - Led the company to adapt quickly and effectively to changing market trends and environments.
  - Led new product launches and supported best practices implementation and development.
  - Consulted and mentored associates, team leaders, and managers.
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## Areas of Expertise

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|---------------------------|-------------------------|------------------------------|
| ♦ General Management      | ♦ Operations Management | ♦ Strategic Planning         |
| ♦ Business Development    | ♦ Relationship Building | ♦ Lead-Time Reduction        |
| ♦ Staff Hiring & Training | ♦ Problem Resolution    | ♦ Team Development           |
| ♦ Expense Oversight       | ♦ Customer Service      | ♦ Contract Negotiating       |
| ♦ Decision Making         | ♦ Revenue Generation    | ♦ Opportunity Identification |
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## Professional Experience

State Farm Insurance – Atlanta, GA

Sept 2018 – Current

### Sales Agent

Responsibilities include new business acquisition, customer service, and training and developing new sales team members. Supported best practices and identified referral and marketing opportunities to help increase marketing and revenue.

The Hal's Restaurant – Atlanta, GA

Oct 2017 – Sept 2018

### Server

Upheld superior levels of service standards for a fine dining experience and maintained guest relationships for the number one steak house in Atlanta.

Yard House Restaurant – Atlanta, GA

Feb 2016 – Jun 2017

### Associate General Manager

Assisted general manager where needed. Primarily responsible for daily operations of the bar which include hiring, training, as well as ordering and receiving while accomplishing successful levels of labor and beverage costs; oversaw all front of the house operations.

Hammer Restaurant Group – Jupiter, FL

**Aug 2014 – Dec 2015**

**Owner / President**

Planned and selected the site for the new location based on business and market analysis. Raised capital investments to ensure a successful opening. Maintained strong negotiating and relationship building skills to maintain success with investors, franchisors, marketing agencies, vendors and contractors.

Yard House Restaurant – Hallandale, FL

**Jul 2008 – Aug 2014**

**General Manager**

Managed a wide range of business operations for a successful restaurant – including staff hiring, training and development. Consistently ensured customer satisfaction. Cost-effectively maintained all inventory levels. Developed and implemented a successful new training program for recently hired employees. Managed time tracking and performance review operations for nearly 200 employees. Accurately performed gap analysis and assessment of current evidence in compliance to procedures and recommended strategies to close gaps.

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## **Certificates and Licenses**

**Georgia Department of Insurance**

*Life, Accident & Sickness, Property & Casualty-License #3223926*

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## **Education**

**Florida State University**

*Bachelor of Social Science, Sociology – Psychology & Business Minors*