

# Jim Mcbrayer

## Operations Manager - Dogtopia

Peoria, AZ 85383

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602-397-3047

<https://jimalanmcb.github.io/profile/Resume.html>

Willing to relocate to: Peoria, AZ - Phoenix, AZ

Authorized to work in the US for any employer

## Work Experience

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### Operations Manager

DOGTOPIA - Phoenix, AZ

August 2017 to Present

I have opened up 15 new successful franchise locations in the last 5 months, while being the Operations Manager and New Store Trainer for those locations.

I trained the owner, along with their managers and all team members in a 4 day boot-camp training.

Our team has increased our number of openings from 3 stores in 6 months to 20 locations in 6 months.

We support the franchisee for up to 6 months before opening with all operational tasks including hiring, training, location setup, and holding them accountable to a new store opening checklist.

We support them for 13 months after they open.

I currently am the Operations Manager for 12 locations and have sales

KPI's based on their performance.

### Restaurant General Manager

Chuck E. Cheese - Phoenix, AZ

July 2016 to August 2017

### Restaurant General Manager

Taco Bell - Phoenix, AZ

January 2016 to July 2016

#### Responsibilities

Complete profit accountability including labor, sales, training, scheduling, developing budgets, food safety standards, hiring and coaching, above and beyond customer service, and holding myself and others accountable.

#### Accomplishments

Increased customer satisfaction by 10% over the year, which has resulted in 4% increase in sales over the last quarter. Decreased costs by ensuring proper training and inventory control on a daily basis. Increased bench strength with cross training and developing team members into future leaders.

#### Skills Used

Teaching and training skills, ability to mentor and listen to team members, as well as other managers to do more of a root cause analysis. Years of Management experience learning from every different type of leader as given me the ability to determine how to best handle each individual person in each situation leading to amazing results.

## **Regional Training and Development Manager**

99 Cent Only Stores - Peoria, AZ

November 2014 to December 2015

### **Responsibilities**

Work with Divisional, Regional, Market, and Store level contacts to ensure proper training and execution of programs implemented.

Train Market and Store teams on new processes and procedures

Oversee training and development, along with execution of proper procedures for 53 stores in the region.

### **Accomplishments**

I worked at 7 different stores, training and developing members of management to ensure success on all levels of operation.

Training Multiple managers on conducting a store yearly inventory.

Holding meetings with other Store and Market managers, training on policies and procedures as well as rolling out new programs throughout the stores.

Effectively Operating stores with sales of 6 million or more a year. Increasing sales based on new company directives and associate productivity in each location.

Promoting 6 associates to new manager positions and developing them to lead their own stores.

Changing the perception of 99 Cent only stores to a clean, safe environment for customers and associates.

Working closely with local businesses to increase customer traffic through special promotions for the company.

## **Co-Manager/Manager**

WALMART

February 2010 to October 2014

Strong decision making.

Main area of assignment was store operations.

Staffing, scheduling, and training of employees.

Ordering merchandise and inventory control.

Store marketing and merchandising, including planograms and modular.

P&L control, entering and evaluating data in assigned area.

Sales and customer service.

Weekly meeting with 100+ associates

Communicating, and implementing vital changes.

Coaching and upholding company policies and standards.

Ensure company stays within ethic and compliance guidelines.

Performance evaluations for 250+ associates.

## **SUPERVISOR**

WALGREENS

March 2007 to September 2009

## **Skills**

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Website Development (3 years), Wordpress (1 year), Computer Hardware (3 years), Java, PHP, MySQL (3 years), Photoshop (4 years), HTML 5 (3 years), CSS (1 year)

## Links

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<https://jimalanmcb.github.io/profile>

## Certifications/Licenses

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### **Front-End Development**

FCC Front-End Development Certification

## Additional Information

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### SKILLS/ABILITIES

Teamwork, planning & improvement, training and development, adaptability, decision making. Microsoft Office Suite, Adobe Photoshop, Intermediate computer knowledge including Web Design, HTML, Java, PHP, C++, MySQL