

Kate Hicks

Director/Team Manager

Contact: katehicks1997@gmail.com (281) 460-0758

Top ranked director with a strong win/win business philosophy. I have built my career understanding the needs of the business as well as the value of our customers while driving profitable growth for the company. I am a strong team player with excellent skills in collaborating with other groups to accomplish defined objectives.

- **Leadership development:** planned and executed leadership training while delivering outstanding customer service. Proficient in the art of solving complex solutions at all levels within the company.
- **Inventory control management:** ensuring that inventory levels are in line with business needs using periodic inventory control systems.
- **Human resource management:** Hired and trained successful teams through coaching and development. Developed performance improvement plans using the STAR method to successful outcomes.
- **Operations management:** successfully lead several teams. Skilled at developing partnerships and creating business strategies as well as delivering a positive customer experience.

EXPERIENCE

-Director of Operations: *Chick-fil-a Huntsville, TX Aug 2020- Present*

A director of operation a part of an executive director team

-Manager: Whataburger, Huntsville, TX / Oct 2018 – Jun 2020

Managed all aspects of the business including hiring and training

-Assistant General Manager: Jimmy Johns, Huntsville, TX / Jan 2016 – Sep 2018

Managed all aspects of the business including hiring and training.

EDUCATION

SAM HOUSTON STATE UNIVERSITY

Huntsville, TX

Working toward my degree in Business Administration will be completed

December 2023

CERTIFICATIONS

ServSafe 5 Year Management Food Handlers License