

Kate Hicks

| (281) 460-0758 | katehicks1997@gmail.com | www.linkedin.com/in/katherinehicks12 |

I am an ambitious individual with strong organizational and multitasking skills as well as an aptitude for technology. I am ready to apply my knowledge and skills to any challenge. I am a highly skilled communicator, with the ability to articulate complex ideas clearly and concisely. I possess strong analytical skills, allowing me to interpret data and make informed decisions. Additionally, I thrive in a team environment, bringing a collaborative and positive attitude to any project I work on.

SKILLS:

• Overseeing Personnel Performance • Communication • Business Management • HTML/CSS (GitHub) • Problem solving • Quality Assurance. • Inventory Tracking and Management • Detail-oriented • Lean Methodology • Team player • Results-oriented • Works Independently • Flexible • Performance Analysis • Sap • Critical Thinking • Cash Handling • Self-Management • HR basics

EXPERIENCE:

Director of Operations, Chick-fil-a Restaurants

Huntsville, TX

Aug 2020- Oct 2023

- Leveraged a combination of strategic planning and quota setting to achieve business objectives. utilized techniques to develop and execute comprehensive plans that drove organizational growth to 15% from 5 million to 6.5 million from 2022 to 2023.
- Interviewed leadership candidates and developed them through written and hands-on training.
- Ensured that inventory levels were in line with business needs using periodic inventory control systems.
- Monitored key performance indicators and adjusted to meet quota through small adjustments in lean systems.

Manager, Whataburger

Huntsville, TX

Oct 2018 – Jun 2020

- Hired, trained, and supervised a successful team of one hundred plus team members through coaching and development.
- Identified bottleneck in production and made adjustment to limit wait times (from 5+ minutes to under 3:30 on average).
- Prioritized outstanding guest service through training relying on customer feedback and customer facing KPI scores.

Assistant General Manager, Jimmy Johns

Huntsville, TX

Jan 2016 – Sep 2018

- Recruited, interviewed, onboarded, and trained qualified applicants for in shop and driver positions.
- Balanced cash registers and calculated the deposit amount of \$2,000 or more, ensured a smooth and secure bank drop off and prevented or investigated any discrepancies or errors.
- Supported staff results by communicating job expectations, planning, monitoring, and appraising job results.

EDUCATION:

Sam Houston State University

Huntsville, TX

Bachelor of Arts Business Administration with a Minor in Sociology

December 2023

RELEVANT COURSES:

• E-Commerce Implementation • Operations Management • Business Database Management • Human Resource Management • Strategic Management & Policy • Financial Inst & Mkts. • Labor Economics • Retailing • Business Communication • Managerial Accounting • Electronic Communications Technology • Business Finance

CERTIFICATIONS:

IT Specialist - HTML and CSS

November 2023