

Benton Landry

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SUMMARY

Highly motivated, results oriented, mature team leader with demonstrated abilities in leadership of process, customer service, and service organizations.

KEY QUALIFICATIONS

- Analytical skills which produce solutions to business process issues. Examples include:
 - Increased sales by 17% over a one-year period during the Great Recession while average company-wide store sales increased between 4-6%
 - At different store, improved profit margin by 300% over a later one-year period (improved profit margin to 28% from typical store average of 9%)
- Creation and implementation of procedures and training which reduced employee turnover by approximately 30% at one employer
- Track record of successfully leading high-stress operations to positive outcomes – example includes managing during large company transition and store closing
- Adept at prioritizing work and making adjustments as priorities change
- Broad mechanical aptitude that allows for successful problem solving across a wide spectrum of requirements
- Experienced at directing personnel to accomplish known, as well as unplanned activities as they occur without an interruption to the service delivery
- Highly capable of reading and interpreting business requirements and developing solutions to address needs
- Strong ability to take an idea, research it, develop creative applications for it and communicate to others
- Skilled at developing and leading fund raising events to involve a business as a key supporter of a community – examples include Relay for Life and collections for local schools

EMPLOYMENT

Starbucks Coffee Company Orlando, FL

Shift Supervisor December 2011 - Present

Store Manager July 2007 - December 2011

Starbucks Coffee Company Baton Rouge, LA

Shift supervisor July 2001 - July 2007

17Hundred90 Inn and Restaurant Savannah, GA

Night Manager 1999 - 2000

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Ruth's Chris Steakhouse Metairie, LA

Co-Captain Valet 1996-1999

Quality Insulation Chalmette, Louisiana

Heat and Noise Attenuation Manufacturing Specialist 1994 - 1997

EDUCATION

Louisiana State University: studies in Psychology, Art History, Computer Science, Architecture

Occidental College: studies in Engineering, Philosophy

Starbucks Coffee Company:

- Management
- Coffee Master Program
- Certified Barista Trainer
- Situational Leadership
- Lean Thinking