

Kaden Soukup

Hermantown, Minnesota 55811

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Summary

Decisive leader with good planning and organizational skills. Strategic leader in management field known for high productivity and efficient task completion. Possess specialized skills in operational strategy, team leadership, and conflict resolution. Excel in communication, adaptability, and problem-solving to achieve organizational goals.

Skills

- Team leadership
- Strategic planning
- Key performance indicators
- Complex Problem-solving
- Decision-making
- Risk management
- Time management
- Work prioritization
- Customer service
- Conflict resolution

Experience

Manager, 04/2019 – Current

Jersey Mike's Subs – Duluth, MN

- Implemented quality control measures to uphold company standards.
- Resolved customer inquiries and complaints requiring management-level escalation.
- Trained employees on additional job positions to maintain coverage of roles.
- Managed annual budgeting and forecasting, optimizing resource allocation.
- Maintained up-to-date records of employee attendance, payroll information, vacation requests.
- Analyzed business performance data and forecasted business results for upper management.
- Organized team activities to build camaraderie and foster pleasant workplace culture.
- Established processes to ensure efficient workflow throughout the organization.
- Resolved customer complaints and issues promptly, maintaining a positive brand image.
- Remained calm and professional in stressful circumstances and effectively diffused tense situations.
- Streamlined communication channels, improving information flow and decision-making speed.
- Provided leadership during times of organizational change or crisis situations.
- Completed thorough opening, closing, and shift change functions to maintain operational standards each day.
- Monitored staff performance and addressed issues.
- Dealt with any crisis involving shift coverage, broke appliances, and store relationships.

Groundsman Helper, 04/2020 – 07/2025

Family Business – Hermantown, Minnesota

- Kept interior and exterior of buildings clean, safe and welcoming.
- Performed routine maintenance activities such as changing light bulbs or replacing faucets.
- Assisted handyman with a variety of maintenance and repair tasks, including painting, carpentry, plumbing, electrical work, and appliance installation.
- Watered lawns, plants, or trees, using sprinkler systems or watering cans as part of overall maintenance plan.
- Provided support to the Groundsman with tasks such as mowing, edging, weeding, raking and pruning.
- Removed debris and trash from surrounding areas and disposed of recyclable materials properly.
- Transported mulch, soil and sand using shovel and rake.
- Performed soil cultivation, digging, mulching, and watering as needed.
- Moved leaves and grass clippings using leaf blower.
- Swept sidewalks and paved surfaces free of dirt or debris.

Education and Training

Expected in 05/2025 Lake Superior College – Duluth, MN

