

Austin Stewart

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WORK EXPERIENCE

Lang Estates

Mar. 2024 – Present

Director of Operations

Auburn Hills, MI

- Directed all company operations, including marketing efforts, transaction coordination, and listing management.
 - Marketed and transacted over \$11M in real estate through graphic design work, paid advertisement, and social application management.
 - Developed and enhanced business marketing material to drive brand awareness, engagement, and revenue growth.
- Administered CRM operations, deploying automations, email and texting drips, and strategic enhancements for improved client engagement and communication efforts.

Papa Joe's Gourmet Market

Oct. 2022 – Feb. 2024

General Manager

Royal Oak, MI

- Managed all store operations, including profit and loss, revenue generation, contract negotiations, and team leadership.
 - Generated 22% revenue growth through business analysis, budgeting, and data manipulation.
 - Utilized analytics to implement data-driven and scalable process improvements, including pricing and inventory automation.
- Lead team of 20+ employees through hiring, delegation, conflict resolution, and scheduling.

Parfé Ice Cream Cafe

Jan. 2020 – July. 2023

Business Owner

Sterling Heights, MI

- Oversaw total business operations, covering profit and loss forecasting, marketing initiatives, strategic business planning, and overall human resources management.
 - Solely developed, built, and operated the company from initial business plan to fully conceived operation.

United Wholesale Mortgage

May. 2018 – Dec. 2019

Lending Support Specialist

Pontiac, MI

- Managed over 50 mortgage accounts daily with precision, accelerating customer mortgage approval timelines through cross-departmental collaboration.

EDUCATION

Oakland University

Dec. 2018

UG Business Administration

Rochester, MI

- Oakland University Football Club Player

Aspen University

May. 2020

BS Business Administration

Remote

SKILLS & INTERESTS

- **Skills:** Profit & loss analysis; Business management; Data analysis; Marketing strategy; CRM administration; Client engagement; Revenue generation; Team leadership and development; Budgeting; Process improvement; Human resources management
- **Interests:** NFL; '80s rock and pop; Modern pop; Microsoft Excel/Google Sheets; *Curb Your Enthusiasm*; *The Sopranos*