

Bryan Boucher

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PROFILE

Adept, versatile hospitality and retail service professional with rich food & beverage knowledge, proven leadership experience, and meticulous attention to detail. Seeking part-time work while I navigate a career transition from the outdoor brand industry to sustainability.

RELEVANT EXPERIENCE

Savory Square Bistro • Hampton, NH • 3 yrs, 11 mos

Front-of-House Manager & Wine Steward • 02/2012 - 01/2016

- Led nightly dinner service, managing 6-10 staff across an 80-seat dining and bar establishment
- Excelled at fostering a warm, welcoming environment; created rich, memorable customer connections and facilitated staff collaboration
- Balanced front-desk hosting duties with kitchen expediting, ensuring a smooth flow of operations between front- and back-of-house
- Organized & hosted monthly wine dinners involving coordination with local reps and presentation of wine tasting & vintner notes

Bartender & Server • 02/2012 - 01/2016

- Delivered outstanding, efficient bar & tableside service, exhibiting robust knowledge of food menu, wines, and cocktails
- Demonstrated unwavering focus on customer service and attention to detail

Chez Boucher French Cooking School • Hampton, NH • mos

Server, Wine Steward, & Chef's Assistant • 05/2009 - 02/2012

- Supported Executive Chef in cooking class operations and delivered tableside food and wine service for private classes and parties of up to 24 guests
- Delivered assistance with cooking classes & recipe methodologies

ADDITIONAL EXPERIENCE

Alterra Mountain Company • Denver, CO • 7 mos

Digital Commerce Manager • 08/2023 - 04/2024

Reason for leaving: role & responsibilities never fully materialized; left to pursue other opportunities

- Delivered modernization of digital analytics reporting and leveraged data to optimize customer experience
- Collaborated with cross-functional teams to align technology solutions with project & business objectives

SKILLS & AREAS OF EMPHASIS

Customer Service Excellence

Owner's mindset and unwavering attention to customer needs & service details

Food & Beverage Knowledge

Extensive culinary and beverage knowledge with particular focus in french cuisine & international wines

Collaboration & Team Leadership

Inclusive, thoughtful team member and leader with expertise in collaboration, people management, and coaching

Business Acumen

Rich background in data-driven strategic planning & reporting • Proficient in P&L analysis, inventory & cost management

Communication

Active listener • Empathetic communicator • Experienced in serving and presenting to clientele in formal environments

Timberland, VF Corp · Stratham, NH · 7 yrs, 5 mos

Sr. Mgr, Digital Business & CX · 1 yr, 6 mos · 06/2021 - 02/2023

Reason for leaving: moved from the east coast to Boulder, CO; took a short relocation sabbatical

- Managed business operations for a \$100M revenue stream, overseeing a cross-functional team of six reports (four direct)
- Established strategic partnerships to drive significant improvement in web development productivity, service & logistics efficiency, and overall customer experience (CX)
- Mentored team through tumultuous period of change, fostering a culture of psychological safety, trust, and empowerment
- Led continuous improvement of data, forecasting, and analytics in collaboration with business planning team to improve speed-to-insights & decisions

Manager, Digital Business & UX · 1 yr, 1 mo · 05/2020 - 06/2021

- Attained progressive responsibility over digital operations management & user experience (UX)
- Managed and coached a team of three cross-functional reports through significant org changes
- Established forecasting and reporting process for broader digital landscape to improve visibility to brand performance and better inform strategic decision-making

Digital Experience Manager · 11 mos · 06/2019 - 05/2020

- Assumed a team leadership role in ecommerce, Timberland's fastest-growing business channel
- Managed two front-end web developers and a third-party development agency, led user experience ops

Senior Analyst, Business Planning · 2 yrs · 06/2017 - 06/2019

- Increased visibility and influence as a lead voice & presenter on business performance to leadership
- Collaborated on strategic planning, forecasting, and go-to-market execution for Timberland's retail, outlet, and ecommerce business channels, coordinating ongoing planning operations and cadence

Business Planner · 10 mos · 08/2016 - 06/2017

- Advanced into a strategic role focused on business reporting and forecasting for Timberland's multi-channel direct-to-consumer (DTC) business
- Built and managed robust reporting, analytics & forecasting tools with MS Excel & PowerBI

Allocator · 1 yr, 1 mo · 07/2015 - 08/2016

- Managed retail inventory, analyzed sales productivity, and collaborated to optimize team efficiency

EDUCATION & VOLUNTEER EXPERIENCE

University of New Hampshire · Durham, NH · 3 yrs, 8 mos

B.A. in Economics; Dual-Major in Sustainable Food · *summa cum laude* · 08/2010 - 05/2014

- Awards for highest academic achievement in Economics & top undergraduate research project

Thorne Nature Experience · Boulder, CO · 65 hrs
Teaching Assistant, Summer Camp · 2024

Lowernine.org · New Orleans, LA · 140 hrs
Building Volunteer Group Lead · 2014 - 2022

Timberland · Stratham, NH · 300 hrs
Community Service Volunteer · 2015 - 2023

Habitat for Humanity · New Orleans, LA · 40 hrs
Building Volunteer · 2012