

BRANDON SPENCER

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IN BRIEF

- Experience implementing LEAN Principles/Thinking at an organizational level in a Service Organization (i.e. Restaurant)
- Two years of day-to-day oversight of a fast paced, **\$4.5M** business
- Partnered with Chick-fil-A corporate office to institute chain-wide process and system improvements
 - Through optimizing purchasing processes, saved Chick-fil-A over **\$5** million dollars in unnecessary equipment
 - Developed and implemented produce production system adopted throughout the chain.
 - Involved in collaboration with a leadership team, selected from management to develop a kitchen production system using LEAN Methodology
- Featured business process optimization presenter to organizations including but not limited to:
 - Boeing
 - UK Health Care
 - Union Pacific
 - Metalsa

SPECIALIZED EXPERTISE

- Customer-Centric Service
- LEAN and Process Improvement
- Coaching and Mentoring
- Relationship Management in a Multilingual Environment
- Critical Thinking and Problem-Solving
- Change Management
- Personnel Management
- Asset Management
- Process Optimization
- Developing Effective Work Procedures
- Development of Training Programs

EDUCATION, CERTIFICATION AND TRAINING

Asbury College, Wilmore, KY (May 2003)
Bachelor's of Science – History

University of Kentucky
True LEAN Certification (2012)

Chick-fil-A
Grand Opening Certified Trainer (2009 – 2012)

Awesome Inc
Web Development Bootcamp (2017)

LANGUAGES

- Fluency in **Spanish**

PROFESSIONAL WORK EXPERIENCE

J's Place Cafe, Nicholasville, KY (2015 – 2017)

General Manager – Directly responsible for day-to-day operations of a small, missional coffee shop, building sales and its brand in its early stages

- Developing small team of employees to work at their highest potential.
- Developing an updated food, drink, and catering menu
- Creating standard work for operations
- Problem-Solving for the challenges of a start-up environment

Caneland Coffee, Lexington, KY (2013 – 2016)

Owner – Directly responsible for day-to-day operations of a start-up, boot-strap, specialty grade coffee, subscription via e-commerce/retail company

- Conducted all daily operations of the company including finance, marketing, sales and customer service
- Source and roast specialty grade coffee
- Designed and manage all company social media marketing (i.e. Twitter, Facebook, Instagram)
- Generated practical and out-of-the-box solutions and executed them

Chick-fil-A Nicholasville Road, Lexington, KY (2005 – 2015)

Director of LEAN Development (Jan 2014 – Sept 2015) – Directly responsible strategy development and oversight of creating, testing and deploying processes and systems to eliminate waste and reduce costs, initially focusing at the Restaurant level across two locations

- Program management of *LEAN at Chick-fil-A* initiatives including facilitating cross-functional teams and resources
- Lead process improvement and systems analysis activities, including time and work optimization studies
- Trained and supported management team in the development and implementation of short/long term goals
- Liaison for the UK True LEAN program
- Coordinated product and system roll outs across two sites
- Created training documents for new and existing standard work and processes
- Consulted with Owner/Operators from other stores

General Manager (Jan 2011 – Dec 2013) – Responsible for directing all daily operations of a quick service restaurant, ensuring compliance with company standards, including production, preparation, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting, financial accountability (P&L), ensuring the highest quality products and services are delivered to our customers and other duties as required.

- Managed staff of **70** employees, including both English speakers and non-English Speakers
- Responsible for hiring and training new employees.
- Resolved disputes among employees through mediation and translating across the language barrier.
- Achieved sales growth of **19%** over the previous two years
- Responsible for developing and implementing LEAN improvements
- Implemented chicken thawing system and produce system into a greenfield environment in two Grand Openings
- Served as liaison to UK True LEAN consultants, attending project meetings as required

Additional Roles

- **Assistant General Manager** (2008 – 2011) –
 - Participant in LEAN initiatives within the restaurant through regular meeting with UK True LEAN consultants
 - Traveled to 6 Grand Openings providing key training to new employees before and during the opening
- **Manager** (2006 – 2008) –
 - Responsible for ensuring a consistently positive restaurant experience through a team
 - Handled customer complaints and resolution
- **Team Member** (2005 – 2006) –
 - Trained in all production roles in the kitchen
 - Provided customer service at the register and in the drive thru

Asbury University, Wilmore, KY (2003 – 2005)

Admissions Counselor – Directly responsible for recruitment and guidance through the matriculation process for prospective students and their families

- Built relationships with prospective students and their families
- Hosted visit weekends guiding students through the college experience
- Traveled regional territory visiting students, schools and attending college fairs