

# JOSHUA WILENSKY

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A high performing manager for driving process improvement and workplace efficiency through financial and inventory analysis. With more than 10 years of experience in stakeholder engagement, combined with team leadership expertise, he specializes in creative, complex solution management. Joshua develops and collaborates to produce tangible, measurable outcomes.

## CAREER HIGHLIGHTS

### Strategic Partnerships | Process Improvement | Operations Management | Marketing | Cost Savings Staff Leadership & Development | Inventory and Budgeting Analysis | Innovative Thinker

- Consistently exceed monthly sales goals by a minimum of 5% by training FOH staff on upselling techniques and creating a featured food and beverage program. (New Amsterdam)
- Exceeded customer satisfaction by motivating, investing time and listening to staff. (New Amsterdam)
- Spearheaded the use of a new app to conveniently maintain weekly staff schedules. (New Amsterdam)
- Hired, trained, managed and motivated a team of 40+ staff, to ensure successful communications. (New Amsterdam, Amsterdam Burger)
- Effectively led employees through implementation of in-house training, resulting in increased productivity levels and employee satisfaction. (Amsterdam Burger)
- Secured best pricing through managing purchasing budget and leveraging vendor relations. (New Amsterdam)
- Reduced costs by 22% through the development, management, organization and maintenance of an outstanding inventory structure. (New Amsterdam)
- Increased profits by more than 19% in the first two months through a reorganization of space and competitive pricing. (NY Brat)
- Recreated and revamped restaurant menu, boosting profits. (NY Brat)
- Implemented a revised, dynamic inventory system, decreasing losses by 8%. (NY Brat)
- Boosted profit margin to 15%, of select items, by switching to a local supplier with lower costs. (NY Brat)
- Shrunk variable costs by 7% through tighter controls on overtime expenditures and inventory. (NY Brat)
- Analyzed overall operation to build sales, profitability, guest counts and effective cost controls. (Amsterdam Burger)
- Developed a go-to-market strategy resulting in 40% growth for the organization. (MagnaCare)
- Direct workflow to ensure safety, quality and maximum efficiency. (Amsterdam Burger)
- Collaborated with owners, ensuring soft opening success and continual process improvement analysis. (New Amsterdam)
- Identified and implemented a new business development program to track prospective business opportunities. (StreitSearch)

## PROFESSIONAL EXPERIENCE

Operations Manager   NEW AMSTERDAM BURGER & BAR	2019 – Present
General Operations Manager   NEW YORK BRAT FACTORY	2019
General Manager   AMSTERDAM BURGER COMPANY	2015 – 2018
Director of Business Development   STREITSEARCH	2016 – 2017
Manager, Physician Acquisition   BABY DOCTOR	2015 – 2016
Physician Recruiter   MAGNACARE	2013 – 2015

## EDUCATION AND CERTIFICATIONS

BA, Honors Business and Media Studies | CITY UNIVERSITY OF NEW YORK – Queens College