

OPERATIONS MANAGER

Experience

Operations Manager

January 2015 to Current Gaf Buildings Materials Corp. Of America 1/4 Reading , PA

- Direct the day-to-day operations of baked goods delivery company with monthly sales of \$60K+ by servicing retail accounts within an assigned territory through consultative and relational selling practices; understanding customer needs and supporting business goals to optimize sales and increase brand awareness.
- Maintain a full in-stock position of brand items seven days a week by conducting regular business reviews with customers.
- Understand category/inventory management demands resulting from the importance of "delivering freshness" in the commercial bakery industry.
- Identify key decision makers within each account to cultivate productive relationships to drive sales.
- Maintain quality and customer-focused delivery teams by creating company policies, manuals and processes for effective hiring, training, coaching and development.
- Create tactical and strategic daily, weekly and monthly planning based on the demands of business and fluctuating customer expectations.
- Position company within an outlined territory by creating selling strategies to establish value propositions and key competitor differentiators.
- Ensure adequate retail space is allocated for sales of products by adhering to site location's plan-o-grams and successfully launch new SKUs in the territory.
- Monitor business activities for compliance with contractual agreements and develop actions plans to achieve annual sales goals and objectives.
- Develop customer programs designed to improve consumer's visibility of branded company products.
- Audit account sales records to verify adequate coverage within each account and adjust inventory quantities based on popular items sold.
- Analyze product "stales/spoils" reports by reviewing submitted paperwork from field associates and calculating percentages of stales against stales to identify opportunities for improvement.
- Create and process orders for product replenishments to meet company order deadlines.
- Brought in to resolve escalated customer concerns by performing customer visitations to determine root-cause of the complaint and making recommendations to company leadership for an equitable solution.
- Conduct team performance reviews to call out achievements, address underperformance and make recommendations for additional training or termination.
- Manage and direct hours of service for the fleet and balance loads in a systematic order to contain costs and ensure an equitable distribution of loads is spread evenly among distributors.
- Operate business within established operating budgets by tracking all activity, preparing payroll and monitoring controllable expenses.
- Prepare and submit all quarterly sales reports and year-end 1099 tax reporting for independent distributors.
- Won multiple retail contests for improving on previous year's sales by 1000%.

Operations Manager

January 2011 to January 2018 Gaf Buildings Materials Corp. Of America 1/4 Remote , OR

- Directed and coordinated all business activities and operations for a full-service bar and restaurant with a monthly sales volume of \$35K+.
- Met financial objectives by developing business financing, preparing annual sales forecasts and budgets, analyzed variances, establishing expense controls and developing strategies to increase average meal checks.
- Reviewed financial statements, sales and activity reports and other performance data to measure productivity/sales and determine areas needing cost reduction improvement.
- Worked closely with the head chef to produce diversified and refreshed menus to appeal to restaurant's current customer base and attract new clientele.
- Mobilized kitchen staff and service teams with precision to provide impeccable service and set challenging goals and expectations of direct reports, holding management staff accountable for achieving expected levels of service.
- Facilitated communication between front of house (FOH) and back of house (BOH) staff, ensuring timely order fulfillment and workflow coordination.
- Maintained food cost according to budget plans, managed inventory systems and workforce scheduling and placed food and supply orders to sustain P&L margins.
- Improved customer satisfaction by monitoring, evaluating and auditing food/beverage quality and initiating improvements.
- Enforced standard operating procedures and implemented production, quality and customer service guidelines.
- Sustained a safe and healthy restaurant by establishing and ensuring adherence to sanitation standards, complying with health and legal regulations as well as OSHA compliant working practices.
- Controlled purchases and inventory costs by meeting with vendors to negotiate pricing and developed a preferred supplier list to maintain line item budgets.
- Maintained proper inventory levels for both food and nonfood items utilizing effective ordering procedures, efficient usage and yield application.
- Responded to customer feedback and provided guidance to management and staff to improve guest satisfaction.
- Embodied and promoted non-discrimination policies in all aspects of restaurant operations including customer service, employment, public accommodations and community goodwill.
- Managed controllable expenses focusing on labor, repair, maintenance, food costs and other operating expenses and developed action plans to initiate improvement.
- Held full accountability for finances in the areas of budget management, accounts payable, monthly reporting of balance sheets, cash flows and P&L margins.

- Developed, analyzed and interpreted statistical and accounting information to appraise operating results in terms of profitability, performance against budget and soundness and operating efficiency.

Supervisor of Concessions

January 2002 to January 2011 Liberty University 1/4 Lynchburg , VA

- Accountable for the sales and financial performance of 13 locations inside Chase Field and Talking Stick Arena.
- Facilitated productive relationships with the Arizona Diamondbacks and the Phoenix Suns to maintain brand visibility and ensure guest satisfaction.
- Supervised and coordinated activities of concession associates on a per shift basis including scheduling, training and coaching to enforce work procedures and service level standards.
- Maintained the operational budget by managing the monthly P&L and ensured financial reporting was complete and accurate for senior management to make well thought out decisions.
- Communicated with staff and vendors to provide exceptional operational performance and consistent with the expected guest experience.
- Ensured concession stations were properly staffed and set up for each event to handle expected volumes of business and adjusted resources to accommodate changing demands.
- Analyzed and evaluated financial information to identify opportunities to improve concession sales and profitability.
- Mentored and developed team members for succession planning and promotion outside of the concession area.

Assistant Director of Operations

January 1998 to January 2002 WHATABURGER RESTAURANTS OF ARIZONA 1/4 City , STATE

- Assisted in managing 15 restaurant locations operating 24/7 with a full menu and drive-thru with sales volume totaling \$17M annually.
- Oversaw 3 area managers and a total workforce of 400 employees and provided clear and consistent direction through regular group and one-on-one meetings.
- Maintained the achievement of district stores' sales goals by ensuring costs align with budget and profitability goals.
- Monitored management's labor schedule by anticipating business needs and confirming all areas and shifts were staffed properly to meet labor goals.
- Achieved company objectives in sales, service, product quality, facility appearance, cleanliness/sanitation through effective management training and creating a positive, productive, team-oriented work environment.

Education

Bachelor of Science : Business Administration Marketing WESLEY COLLEGE 1/4 City , State Business Administration Marketing

Summary

Highly skilled operations and service manager capable of managing high-volume sales with a focus on providing exceptional customer service and bottom line financial accountability. Able to oversee multiple functional areas with advanced skills in connecting the dots in the value chain to drive sales. Provide exceptional customer service with each encounter to build brand awareness and maintain a competitive market share. Capable of building and leading cross-functional teams and providing leadership through all stages of business development and the customer experience. Significant contributor to revenue/profit growth through aggressive improvements in quality, productivity, operational efficiency and customer service. Areas of Excellence: Operations Management | Relationship & Business Development | Customer Service | District & High-Volume Sales P&L Oversight | Leadership | Business Development | Sales Cycle Management | Training & Staff Development Account/Territory Management | Brand Awareness | Merchandising | Project Management | Distribution Planning Business Forecasting | Logistics | Vendor Relations | Procurement/Purchasing | Quality Control Process Improvement | Scheduling | Risk Management | OSHA Compliance | Food Quality & Safety Skills

accounting, accounts payable, auditing, balance, balance sheets, budget management, budgets, budget, developing business, coaching, cost reduction, clientele, customer satisfaction, customer service, delivery, direction, senior management, financing, financial, financial reporting, financial statements, hiring, inventory management, inventory levels, inventory, leadership, legal, managing, management training, meetings, payroll, performance reviews, policies, pricing, processes, promotion, quality, reporting, restaurant operations, retail, selling, sales, sales reports, scheduling, strategic, tax, workflow, year-end