

OPERATIONS MANAGER

Career Focus

Value Offered

Highly motivated professional with a demonstrated track record of career successes in the areas of management resulting in increased knowledge of budgeting, customer relations, mortgage loans, operations, sales, marketing, contract reviewing, collections, data entry, training, within the corporate, government, real estate, hotel, and restaurant industries. Results-oriented work ethic and team focus.

Skills

- Master of Presentations
- Business & Channel
- Development
- Sales Team Training & Management
- Complex Negotiations & Sales Analysis
- Territory Startup & Turnaround
- Key Account Management
- Forecasting & Market Analysis

Experience

Experia New , KY Operations Manager 03/2015 to Current

Momofuku Los Angeles , CA General Manager 04/2007 to 11/2012

Developed and implemented strategic marketing plan for business including networking events, large informational seminars, organization of promotional groups and supervised a sales force of 35 individuals throughout the Midwestern Region. Increased customer base by 3200, resulting in revenues of \$1.2 million a year.

Momofuku New York , NY General Manager 02/2002 to 03/2007

Strategic partnership building with hotels, restaurants, and local businesses including the St. Louis Cardinals, St. Louis Rams, ATT, and Anheuser Busch. Provided transportation tours of local attractions which increased revenues by 30%. Directed bi-weekly team meetings to ensure quality control and boost employee morale. Supervised a total of 18 drivers and 2 dispatchers. Differentiated strength in opportunity identification, goal-setting and motivation to outdistance the competition and drive peak product resulting in loyal customer base year-over-year.

Momofuku Las Vegas , NV General Manager 01/1998 to 12/2002

Overseen administrative operations which were comprised of ordering, inventory, accounts receivable, and accounts payable. Suggested new products that increased earnings by 23%. Responsible for maintaining employee's schedule and hours to minimize overhead

U S Postal Service City , STATE Mail Carrier/Maintenance 11/1991 to 03/1997

Responsible for sorting and delivering mail to the specified routes in a timely manner. Focused on customer service by developing close relationships with customers along the route. Kept safe and clean work environment.

United States Army City , STATE Sergeant E-5 08/1988 to 08/1991

Managed fitness facility which included running the daily administration operations: made schedules for ten employees, ordered necessary supplies, handled accounts payable as well as accounts receivables, maintained a safe /clean workplace. Maintained a diverse training system by setting up a volunteer program allowing U.S. soldiers to visit France, Germany, and Spain to experience cross cultural training.

Highlights

GO4INC:

Closed some of the largest contracts including the Renaissance Grand Hotel, the Ritz Carlton, the Westin Hotel, and the Marriott Hotel. Branded the GO4 Limousine name in producing loyal clientele such as Michael Jordan, St. Louis Rams, and St. Louis Cardinals. Harnessed strengths in forecasting, opportunity identification, goal-setting and motivation to outdistance the competition and drive peak productivity from +20- member sales force, resulting in record- setting sales year over year.

The Bottle House

Helped revamp the Bottle House's image by recreating website, importing rare wines, champagnes and cigars, created exclusive wine clubs as well as wine tasting and partnered with local wineries to expand their selections in order to appeal to a broader customer base. Secured financial support from local liquor purveyors and professional athletes to host charitable golf tournaments Originated and implemented promotional campaigns increasing revenues by 30%. Broke company sales record in first year from 1.2 million to 1.5 million revenue.

Military Experience

Company Name City , State United States Army 08/1988 to 11/1991

Demonstrated strong crisis management skills during wartime situations in OperationDesert Storm. Took immediate, decisive steps that repaired damaged feelings toward the US Army, rebuilt trust and cemented loyal relationships within the platoons after loss of fellow soldiers. Revived National Defense Service Medal, Overseas Service Medal, and Southwest Asia Service Medal with two bronze stars.

Education

MBA : Business Administration 2010 Lindenwood University , City , State , USA

Bachelor of Arts : Hospitality Services Manager 2008 Lindenwood University , City , State , USA

Associate of Arts : Hotel & Restaurant Management 2006 St. Louis Community College , City , State , USA

Associate of Arts : Culinary Arts 2006 St. Louis Community College , City , State , USA

Technical Skills

Skills	Experience	Total Years	Last Used
MS Office (Word/Excel/Power Point/Access/Project), ACT!, All UNIX, Windows All, Salesforce.com	10		Current