

## OPERATIONS MANAGER

### Summary

High-energy Manager successful in building and motivating dynamic teams. Cultivates a company culture in which staff members feel comfortable voicing questions and concerns, as well as contributing new ideas that drive company growth. Transforms high-potential staff into outstanding leaders who demonstrate the creativity and savvy that is critical to financial and operational success.

### Highlights

- Operations management
- Inventory control
- Salary structure/compensation analysis
- Staff development
- Cross-functional team management
- Staff training

### Accomplishments

Efficiently operated a 55,000sq ft. venue with three high volume bars and two restaurants with a combined staff of 290 restaurant and culinary professionals.

Responsible for creating extensive cocktail menus using fresh, locally sourced ingredients.

Boosted employee moral using incentives and other continuing educational practices, reducing the turnover rate by 20%.

### Experience

Pacific Dental Services McKinney, TX Operations Manager 10/2014 to Current

- Accomplish restaurant human resource objectives by recruiting, selecting, orienting, training, assigning, scheduling, coaching and counseling managers.
- Implement, manage and evaluate operation processes and procedures, in accordance with the standards and procedures set out by Trifecta Management Group
- Oversee four managers, four assistant managers and 275 hourly employees
- Assist in developing strategies and implementation plans to improve and standardize all aspects of operations
- Manage the day to day company and department operations
- Monitor and manage operational costs
- Organize weekly/monthly staff incentives to build employee moral
- Plan/schedule continuing educational staff trainings
- Annual revenue \$18 million+

Accor Hotels Honolulu, HI General Manager 05/2014 to 10/2014

- Planning and managing special events, developing and executing marketing tactics, creating a pleasant and respectful work environment, conducting perpetual employee coaching, and maintaining prominent guest interaction to ensure the highest quality of guest satisfaction.
- Owner of 1% of Capone's, INC
- Preopening/Opening experience
- Assisted with the physical labor of the construction stage
- Created a cocktail menu consisting of over 25 different unique crafted cocktails
- Manage a staff of 35+ employees
- Managing labor, food and beverage costs
- Created a weekly sales comparison graph to track progression and control labor
- Implemented internal processes to build customer base while maximizing and sustaining quality
- Annual revenue \$2 million+

Cadia Healthcare Turnersville, NJ Assistant General Manager 09/2013 to 05/2014

- Promoted to AGM after 4 months of being with the company
- Overseeing, approving, and submitting all restaurant invoices
- Creating weekly sales analysis to account for profit and loss; via controlling labor, inventory, and costs Restaurant/Bar Manager
- Weekly inventory of all alcoholic and non-alcoholic beverages
- Maintained the highest bar sales with the lowest pour costs in the entire company
- Created the company wide allergy awareness chart
- Developed a rapport with beverage reps and distributors which results in getting the best prices and a heads up on what's new on the market
- Annual revenue \$10 million+

Tropicana Entertainment Laughlin, NV Bartender 10/2011 to 09/2013

- Complete guest satisfaction from beginning of the dining experience to the end. Responsible for making sure opening and closing duties are completed in a timely manner.
- Executing the values and high standards of the Hillstone Restaurant Group on a daily basis
- Guiding and up-selling wines, liquors, and food

- Extensive knowledge of wine and spirits
- Promoted to shift leader position after 4 months
- Annual revenue \$15 million+

Iron Hill Brewery Newark , DE Bar Manager 01/2011 to 06/2012

- Meet night club financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.
- Controls costs by reviewing portion control and quantities of preparation; minimizing waste
- Maximizes bar profitability by ensuring portion control; monitoring accuracy of charges
- Avoided legal challenges by conforming to the regulations of the Alcoholic Beverage Commission
- Headed a team of 2 managers and 15 employees
- Average sales ranged from \$10,000-\$15,000 per night

#### Education

Bachelor of Science : Criminal Justice 2011 Strayer University , City , State , US

- Strayer University Palm Beach Gardens, FL September 2007-2011
- Bachelor of Science- Criminal Justice
- Cicerone Certification Program California September 2013

#### Certifications

- Training Certification CPR Certification CPR Cicerone Certification Program California
- Certified Beer Server Food Protection Manager Certified California
- Aerobics & Fitness Association of America West Palm Beach, FL

#### Skills

Sales, Satisfaction, Scheduling, Budget, Forecasting, Weekly Sales, Coaching, Accounting, Audits, Inventory, Invoices, Product Sales, Sales Analysis, Budgets, Business Operations, Operations, Operations Manager, Recruiting, Training