

## Professional Summary

Results-driven business owner and operations manager with over a decade of experience leading teams, optimizing business performance, and delivering exceptional customer service across the food service, retail, automotive, and manufacturing sectors. Proven success as the owner and manager of a specialty coffee shop, overseeing daily operations, financial planning, staff development, inventory control, and marketing initiatives. Skilled in sales and account management with a strong track record of exceeding targets and building lasting client relationships. Adept at managing multimillion-dollar inventories, streamlining workflows, and improving quality standards in high-volume environments. Known for strategic thinking, hands-on leadership, and a passion for building strong teams and efficient, customer-focused businesses.

## Technical Skills

Business & Financial Operations: Financial Planning · Accounting · Account Management · Inventory Control · Cost Analysis

Leadership & Management: Team Leadership · Team Management · Staff Training & Development · Operations Management · Quality Assurance · Production Oversight

Sales & Customer Experience: Sales Management · Customer Service · Relationship Building · Deal Negotiation

Marketing & Branding: Marketing Strategy · Social Media Marketing · Brand Development · Promotional Campaigns

## Education

```
# A tibble: 1 x 5
  what                                when with where why
  <chr>                             <chr> <chr> <chr> <lis>
1 Bachelor of Science in Business Administration & Marketing 2021~ Coll~ Cali~ <chr>
```

## Work Experience

```
# A tibble: 2 x 5
  what                when                with                where why
  <chr>              <chr>              <chr>              <chr> <lis>
1 Manager / Owner    September 2022 - Present Margin Cafe Coffee Roa~ <NA> <chr>
2 Assistant Manager March 2021 - May 2022    T&J Garden Supply      <NA> <chr>
```