

RYAN WOLF

Evansville, IN

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BUSINESS & OPERATIONS MANAGER **Certified Salesforce Administrator | Process Specialist | Innovator**

Experienced leader in business analysis and process improvement. Led management teams in successful short-term and long-term goals continually generating positive year over year revenue. Implemented multi company wide improvement processes leading to increased employee retention and higher customer satisfaction. Areas of expertise:

- Business Analysis
- Client & Vendor Relationships
- Financial Forecasting
- Operations Management
- Process Implementation
- Team Building
- Software Customization & Implementation
- Self-Management

PROFESSIONAL EXPERIENCE

WOLF'S BAR-B-Q, INC., Evansville, IN

1994 – Present

General Manager (Personnel and Operations Management)

Excelled from Office staff member through progressive positions to current General Manager role. Supervised Management Staff of 8 overseeing 2 restaurants with 5 lines of business and approximately 80 employees. Oversaw onboarding for new management and continual training for existing management staff. Collaborated with ownership to determine current and future business direction then execute appropriate action plans.

- Created labor tracking processes and sales forecasting resulting in more accurate resource allocation thus reducing labor costs.
- Researched and implemented CRM improving in house order system and streamlining customer sales and tracking leading to improved customer service.
- Communicated with clients to determine needs and budget; recommending varying service levels driving over \$300k in sales per year for 1 individual line of business.
- Automated daily management reporting resulting in higher management productivity.
- Improved wholesale production systems by creating a dynamic recipe builder and producing a new method by which all wholesale products are made.
- Garnered continual feedback from management and staff regarding client engagement to determine high priority areas of focus.
- Assisted in design, planning, and opening of one additional location as well as a new concept location.
- Worked on product development leading to the successful introduction of multiple products per year.
- Increased employee productivity by implementing/upgrading various point of sale systems.

H & R BLOCK, Evansville, IN

2011 – 2014

Tax Advisor

Worked with clients providing tax preparation, planning, and audit support. Utilized and maintained proficiency on advanced tax preparation software to prepare both household and individual returns.

Tax Advisor (continued)

Ensured optimal tax results by employing due diligence and advising clients of rights and responsibilities during tax interviews.

- Used excellent communication skills to build rapport during interview process creating an environment where clients felt comfortable discussing personal details and information.
- Researched varying client circumstances using multiple types of media to determine correct course of action for each tax situation resulting in optimum outcome.
- Maintained IRS Approved Tax Professional status by completing required Continuing Education requirements yearly.

EDUCATION

Coursework toward Bachelor of Arts (BA), with focus on Business,
UNIVERSITY OF SOUTHERN INDIANA, Evansville, IN, 1993-1995

Coursework toward Bachelor of Science (BS), with focus on Biology,
PURDUE UNIVERSITY, West Lafayette, IN, 1992-1993

CERTIFICATIONS / PROFESSIONAL DEVELOPMENT

Certified Salesforce Administrator
Servsafe Certified
Indiana State Excise Police (ISEP) Certified Trainer
Intermediate and Advanced Excel Certification