

SENIOR OPERATIONS EXECUTIVE

STRATEGIC OPERATIONS LEADERSHIP | OPERATIONAL EXCELLENCE | CHANGE MANAGEMENT

Forward-focused executive with expertise in transforming cultures and driving operational success.

Senior Operations Executive with proven history of providing strategic leadership of operations for multiple organizations, overseeing all business functions to ensure optimal performance. Recognized as an accomplished change agent with success in transforming and improving operations through the development and implementation of processes, programs and strategies. Expertise in budgeting and P&L management, with ability to develop strategies that support fiscal performance. Noted strengths in developing business concepts, plans and proposals combined with proven achievements in building and sustaining strong business partnerships to support corporate objectives.

Areas of Excellence

Operations Management/Oversight • Turnaround Management • Executive Leadership • Strategic Plan Development
Team Leadership & Development • Business Plan Development • Cross-Functional Collaboration • Change Management
Leadership Development • Short/Long-Range Goal Planning • Program Development • Process Improvement

SNAPSHOT OF CAREER HIGHLIGHTS

- **Turned-around an underperforming \$10M restaurant** by revamping operational structure, establishing growth culture and introducing process improvements. Restored profitability and drove double-digit EBIDTA growth.
- **Overhauled company that was operating at a loss**, establishing a strategy for expanding opportunities to restore forward momentum, generating YOY revenue gains and profits at a steady 20% EBIDTA
- **Boosted employee morale and engagement**, creating a culture of creativity and performance to overcome a high turnover rate while simultaneously driving performance improvements.

PROFESSIONAL EXPERIENCE

ABC RESTAURANT – New York, NY

2014 – Present

General Manager

Developed and executed on new health lifestyle restaurant concept, created business plan and led the end-to-end start-up of the business. Oversaw the development and implementation of policies, processes and procedures, ensuring overall compliance with state and federal regulatory standards. Hired, trained and managed a staff of up to 300, providing ongoing coaching and support to ensure optimal performance at all times. Continue to provide strategic oversight of business operations, including vendor relations, compliance management, P&L management, budget management, strategic planning, employee development, cash flow analysis, HR functions and customer service.

- **Directed the initial start-up of the restaurant**, including selecting and securing location, negotiating lease, sourcing start-up funds and onboarding construction teams for restaurant build-out.
- **Expanded to second location to meet consumer demands**, overseeing the ground-up build-out of the new restaurant; resulted in 100% revenue improvement, achieving \$6M in total annual sales.
- **Orchestrated the design, development and implementation of homegrown point-of-sale (POS) software** to manage all daily operational functions while simultaneously reporting business data.
- **Established a positive working culture of continuous growth and development**, resulting in boosted employee morale, engagement and retention.
- **Improved business development** through continuous market, consumer and competitive analysis; identified culinary trends and introduced new product offerings to boost overall sales revenue within saturated market.

ABC GROUP – New York, NY

2012 – 2014

Vice President of Operations

Recruited by owner to provide strategic oversight of daily operations across 5 boutique restaurants located throughout NY. Partnered with ownership and on-site leadership to establish new processes and procedures for driving revenue improvements. Introduced cultural change across all locations, establishing a positive and productive working environment for all team members. Provided development and leadership for up to 750 employees with direct management of finance director, HR director, general managers and executive chefs.

- **Drove the significant growth of the organization over two-year period**, leading the start-up of 4 new restaurant locations, which enabled 367% sales growth to \$28M in annual revenue.
- **Revamped the entire operational structure**, introducing new technologies for managing daily operations, including scheduling software, POS and accounting system.
- **Integrated social media marketing campaigns** to drive brand exposure and increase new business development.
- **Spearheaded the introduction of a new catering program**, establishing additional revenue stream.
- **Implemented an improved culture focused on growth and leadership development**, which significantly reduced turnover and resulted in extremely high employee retention rate.
- **Positioned the restaurant group as a leader** in the highly competitive market.

ABC KITCHEN – New York, NY

2008 – 2012

General Manager

Hired to drive the ground-level start-up of this new restaurant concept, working closely with chef and ownership to develop strategy for creating brand from scratch. Project managed the design and construction of four restaurant locations, working directly with general contractor to ensure successful completion from design through opening.

- **Continued as general manager for all locations across NY**, leading the hiring, selection and onboarding of management and hourly staff, as well as development of processes and procedures.

ABC ULTRASOUND – New York, NY

2006 – 2008

Regional Manager

Directed a team of sales professionals responsible for driving profit and revenue growth across a 4-state territory. Defined and implemented sales strategies and programs to deliver improvements across the region. Oversaw all sales management functions, including forecasting, reporting and goal setting.

- **Built, developed and managed a staff of 7 sales professionals**, providing coaching and mentoring to support their personal growth and achievement of challenging quotas.
- **Delivered 100% increase in sales in 4-months**, with up to 30% YOY growth improvements throughout tenure.
- **Participated in industry conferences and trade shows** to market the product lines and receive hands-on training in product usage.

EDUCATION & PROFESSIONAL DEVELOPMENT

UNIVERSITY COLLEGE – New York, NY

Business & Pre-Med Coursework

Certifications/Training

EMT Licensure; Real Estate Appraisal License (Not Current)