

Operations Management – Fast Food

16+ years' rich experience in delivering optimal results & business value in high-growth environments

A highly experienced, profit-oriented professional with an impressive record of accomplishments in high-volume, upscale fast food/dining environment. A management professional recognized for integrity and competence. Immense experience of management activities in food business. Uncommon theoretical knowledge of business management and exposure to real-time restaurant activities. Dedicated and passionate about providing excellent customer service and exceeding organizational goals. Proven ability to increase profit through strategic planning, effective project management and process re-engineering. Skilled in budget development and implementation. Adept at drastically reducing turnover rates and building motivated service and management teams. Highly skilled at problem identification/problem resolution; results-oriented. Possess keen business acumen in analyzing and understanding business requirements, customer-value maximization and developing new business processes and revenue streams. Anticipating & capitalizing on market trends, identifying profit potential, creating value, & positioning the company's products & services to maximize market share. An unwavering commitment to customer service, with the ability to ensure high quality and timely expedition of customer requests, build productive relationships, resolve complex issues and win customer loyalty. Computer literate. Spanish and English language proficient.

PROFESSIONAL VALUE OFFERED

Growth & Revenue Enhancement	Profit Attainment	Personnel Management	Member/Guest Relations
Solid ROI to Stockholders	High Quality Service	High Volume Catering	Training & Development
Cross Functional Coordination	Cost Analysis	Operations Management	Business Development
Restaurant Management	Inventory Management	Site Management	Customer Satisfaction
Bar Operations	Kitchen Management	Sales/MIS/OSHA	Team Leadership

PERFORMANCE MILESTONES

[REDACTED]

- Grew sales by 16% and profit by 10% in first year, the highest level in company history.
- Conducted 'SWOT' analysis and utilized findings for designing customized strategies to enhance customer services.

Armand's Chicago Pizzeria

- Drove the initiative to change the bar area from fine dining to casual dining with 4 Television sets to watch sports, improved delivery system that enhanced the Store from doing 18,000 a week to 38,000 a week.
- Distinction of turning around the loss making Restaurants into profit making with innovative ideas.
- Honored with 'Manager of the year' award twice in Armands Pizza and once in Food Court Inc.
- Gained invaluable experience in managing kitchen, services, dispatch, bar and inventory.

Pita Pit

- Designed & developed a new delivery system bringing sales from \$10,000 to \$15,000 per week.
- Initiated the concept of MIS reporting to update the Management on regular basis.

Mr. P's Bar

- Established plan for promoting and marketing of the bar and enhanced sales at the bar from \$10,000/week to \$20,000/week by re-staffing with a top-notch customer service team.
- Set and fine-tuned an excellent operational base which is ratified by a very high customer retention ratio, focused on productivity and operational efficiency translating into cost savings and bottom line improvement.

Labor Finders

- Developed plan and increased locations from one store to four stores and also enhanced the income from \$5,000/week to \$55,000/week via hiring sales representatives.

CAREER PROGRESSION

Operations Manager – ██████████ VA, Since 2009

- Led & guided the team of 55+ professionals in managing operations and developing business.
- Structured annual operational budget and implemented control measures to contain expenses within defined limits.
- Stabilized all key positions and significantly reduced turnover.
- Key player in analysis, development, and implementation of strategic business plans & policies, ensuring organizational growth, targeting maximum profitability & cost effectiveness.

General Manager, Zpizza Woodbridge VA, 2008 to 2009

- Accountable for monitoring day to day operations including scheduling; food costs analysis; labor issues; customer complaints and service issues.
- Maximized profits by aggressively managing productions and logistics, resulting into the lowest operating cost and highest customer satisfaction levels.

District Manager, Armand's Chicago Pizzeria, Bowie/Rockville MD, 2005 to 2008

- Played pivotal role in establishing, and managing the Bowie location.
- Drove the efforts for training of all top positions in all three locations i.e. the General Managers, Assistant Managers, and Shift Managers.
- Accomplished responsibility for monitoring all operation aspects of the restaurants, all daily food orders and inventory, as well as labor costs for all sites.
- Drawn up plan for promoting and marketing of Armand's in all three stores.
- Increased revenue by revamping the roofing sales program.

General Manager, Pita Pit, College Park, MD, 2004 to 2005

- Responsible for setting up and opening location, and recruitment and training new staff.
- Devised effective strategies for development of new business; set up food inventory and internal control system.
- Reviewed existing systems & procedures and designed internal controls/quality audit checks for various operational areas for achieving higher operational efficiency, resource rationalization and cost reduction.

General Manager, Mr. P's Bar, DuPont Circle, Washington, DC, 1998 to 2004

- Assumed responsibility for daily operations of the bar, including training of all bartenders.
- Proactively contributed in liquor analysis on a weekly basis and ensured 100% compliance with ABC laws.
- Deftly implemented cost rationalization measures to maintain overall competitiveness.
- Coordinated the top management in macro level policy making and reviewing of existing policies.

District Manager, Labor Finders, Charlotte, NC, 1995 to 1998

- Entrusted with the onus of monitoring operations of four labor halls in Charlotte, NC and sending out 800+ employees daily in compliance with OSHA.
- Responsible for inspecting all job sites where employees were working; hiring and training of all managers.

District Site Manager, Labor Finders, Charlotte, NC, 1993 to 1995

- Closely monitored four food locations at Springfield Mall, including Burger King; Pizza Hut; TCBY; and Kentucky Fried Chicken and marketed/promoted the sites.
- Judiciously handled operations of all four stores including the hiring and training of General Managers, Assistance Managers as well as Shift Supervisors.
- Geared the activities for monitoring the daily food and labor costs for all four stores.
- Established plan and successfully moved stores to #1 in sales from last place.

EDUCATION

- Restaurant Management and Political Science, Fulton Montgomery Community College - 1990

References and verifying documentation furnished upon request