

JESSE OLIVIER

FOOD MANAGEMENT

Location

: 123 Elm Street, Miami, FL 33183 | **Email**

: jkendall@notmail.com

Telephone

: 305 555 5555 | **Mobile**

: 305 444 4444

PROFESSIONAL PROFILE

An intrinsically ambitious and enthusiastic professional with a successful 15-year background in multi-site management and employee relations in the industry. I have the dedication and passion when it comes to providing excellent customer service and exceeding organizational goals. I have proven ability to increase profits through strategic planning, effective project management, and process reengineering. I am also quite skilled in the development of budgets and their procedural implementation. I am adept at reducing turnover rates and building motivated service and management teams. Years of professional experience have made me uniquely skilled in recruiting, training, and performance management.

CAREER HIGHLIGHTS

ABC Fast Food, Miami, FL,
Regional Manager

2010 to 2013

RESPONSIBILITIES

- Played a vital role in the growth of the business through media and print, local business contacts, community affairs, and in-store/national marketing.
- Oversaw six stores with full P&L responsibility for in-store sales, store appearance, and employee development.
- Formed new partnerships and collaborations with local schools, Chamber of Commerce, restaurant associations, and networking organizations to build community awareness and increase sales.
- Recruited, hired, and trained new staff, which also meant that I supervised over 150 employees and 18 management personnel.

ACCOMPLISHMENTS

- Achieved cost reductions in labor, inventory, and labor.
- Through a boost in sales in both local and regional marketing, I drove profit increments of up to 6% per year.
- Strategically reduced employee turnover by 25% through focused recruiting, training, and team building.
- Developed a strategic marketing plan, in the process, increasing sales by at least 8% each year for a period of four consecutive years.
- Implemented a local community awareness program.

BCD Corporation, Miami, FL,

Fast Food Manager

2008 to 2010

RESPONSIBILITIES

- Coordinated all operations to ensure optimal store performance.
- Administered a budget, P&L, strategic financial planning, and accruals as well as maintained ordering and inventory supply.
- Planned and led four new restaurant location openings, and attracted, hired, and trained 200+ staff.
- Developed inventory control and training programs and created start-up procedures.
- Boosted one location's profit margin by 9% in three months.
- Earned Rookie of the Year nomination out of a class of new hires.

CDE Corporation, Miami, FL,

Fast Food Restaurant General Manager

2006 to 2008

RESPONSIBILITIES

- Placed in charge of all areas of operation for a quick-service restaurant with \$500K annual sales.
- I was tasked with the responsibility for the start-up of all-new restaurants in the Southeast Region.
- Supervised 35 employees, even handling their recruitment, training, and conducted personnel performance evaluations.
- Managed the annual store budget with no expense overages.

ACCOMPLISHMENTS

- Reduced shortage by conducting shift inventories and holding the staff accountable for excessive food waste.
- Maximized profits by aggressively managing production and logistics, resulting in the lowest operating cost and highest customer satisfaction level in the district.

EFG Fast Food, Miami, FL,
Restaurant General Manager

2003 to 2006

RESPONSIBILITIES

- Supervised overall operations of a fast-food restaurant.
- Served as the sole training manager, and educated employees on point-of-sales procedures.

ACCOMPLISHMENTS

- Flagship Award recognition for ranking within the top 3% of 1,300 stores.
- Manager of the Year 20XX.

EDUCATION & QUALIFICATIONS

XYZ College

Bachelor's Degree in Hospitality Management

Class of 2003

I attended the XYZ College in Miami, FL, where I undertook a Bachelor's Degree in Hospitality Management. I graduated among the top with a GPA of 3.8.

CORE SKILLS

- Exceptional customer service
- Interpersonal skills and communication
- Excellent managerial and leadership
- Strategic planning and organization

LANGUAGES

English ? Italian ? French ? Russian ? Bengali

HOBBIES & INTERESTS

Cycling ? Whitewater rafting ? Painting ? Canoeing ? Drawing ? Reading ? Writing ? Travelling

INDUSTRY REFERENCES

Mr. Jonathan Jake

Manager

Tel: 0161 334 7672 | Email: jonathanjake@gmail.com

Mr. Justin Adams

Manager

Tel: 0236 625 7572 | Email: justinadams@gmail.com