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# GENERAL MANAGER RESUME

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## Summary:

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A specialist who is focused in planning, directing, coordinating work and monitoring sales revenues; has assisted in formulating policies, managing daily operations, and planning using materials and policies as well as resources; handled personnel, purchasing, or administrative services; has exceptional leadership skills that motivates team to perform; has good business sense used for consolidating all performance and efforts of various departments to achieve goal; sets key performance indicators to serve as guide for employee success; has keen ability to adapt to new business and make it run successfully together with other company campaigns

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## Professional Experience:

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General Manager – Store January 2007 – Present  
Arby's Restaurant Group, Albany, NY

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## Responsibilities:

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- Monitored performance of store branches, including accounting, personnel and logistics
- Analyzed, tracked and communicated store performance metrics as well as performance goals for both the sales personnel and the store
- Led in the recruitment, hiring, training, coaching, and development of exceptional, sales-driven teams
- Created and enforced a culture with outstanding customer service
- Implemented store directives, policies and procedures, and administered requests of sales partners and assistant managers
- Performed regular inventories with purchasing and inventory manager to monitor stocks
- Conducted quarterly evaluation of personnel for performance bonus and promotions

General Manager – Borders May 2004 – December 2006  
Service Corporation International, Albany, NY

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## Responsibilities:

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- Drove sales, financial management, and ensured that store profits and productivity goals are achieved monthly
- Ensured that customer service standards are consistently met through active floor service management processes
- Created and cultivated a store environment where diversity is valued and is practiced
- Handled, monitored all merchandise and inventory management systems to remain competitive
- Promoted products and product-bundling, marketing initiatives to have a good status in the marketplace and get ahead of competition
- Created and implemented effective lines of communication within the store and supporting departments

General Manager – Laundry February 1999 – May 2004  
Compass Group Albany, NY

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## Responsibilities:

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General Manager – Borders May 2004 – December 2006  
Service Corporation International, Albany, NY

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## Education:

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Masters Degree in Business Administration, University of Iowa, IA, 1999  
Bachelors Degree in Management, Rockefeller University, NY, 1997

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## Skills:

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- Effective public relations and marketing skills
- Planning, organization and work coordination and delegation skills

- Decision-making, project management and operational skills
- Effective working relationships
- Follow written and verbal instructions
- Effectively verbal and in written communication skills

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## Awards and Affiliations:

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The Association for Operations Management, Member  
Institute of Operations Management, Member

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