

Joe Example

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PROFESSIONAL SUMMARY

Proven leader in brand management, team development, and supply chain management. Successfully increased customer loyalty by >35% within 3 months by utilizing brand development skills. Effectively manage up to 32 part-time and 12 full-time employees, ensuring company goals and objectives are met. Known for being a servant leader dedicated to employee and customer satisfaction.

PROFESSIONAL SKILLS

- Operations Management
- Brand Management
- Team Development
- Franchise Strategy
- Training & Leadership
- Supply Chain Management

EDUCATION

Master of Business Administration, Regent University, Virginia Beach, VA Anticipated August 2021

- **Concentration:** General Management
- **Organizations:** Campus ENACTUS and Supply Chain Management Club
- **GPA:** 4.0
- **Relevant Courses:** Operations & Supply Chain Management, Business Communications, Managing People

Bachelor of Science in Business Administration, Regent University, Virginia Beach, VA December 2016

- **Concentration:** Marketing Management
- **Minor:** Communications Studies

RELEVANT EXPERIENCE

Operations Manager, Chick-Fil-A, Virginia Beach, VA April 2018 – Present

- Manage up to 32 part-time and 12 full-time employees, ensuring efficient and diligent servant leadership that aligns with Chick-Fil-A Corporate goals and objectives
- Managed brand development project increasing customer loyalty by >35% within 3 months
- Planned and created promotional and publicity strategies, increasing business membership
- Lead service teams to improve customer satisfaction rating from 70% to >90% within 7 months

Management and Leadership Trainee, Chick-Fil-A, Virginia Beach, VA January 2017 – March 2018

- Coordinated and collaborated with regional Chick-Fil-A franchise managers on management best practices including a range of business operations including financial management
- Co-managed and trained 8 part-time Team Members on all restaurant operations including meal preparation, customer service, set-up and break-down, and appropriate delivery of service
- Increased location revenue by 12% through strategic digital marketing implementation

Marketing Intern, Chick-Fil-A, Virginia Beach, VA May 2016 – December 2016

- Assembled sales materials, dealer kits, and collateral in preparation of marketing presentations
- Channeled marketing campaigns and assisted with all components of product messaging
- Supported the Chick-Fil-A Product Marketing Team with various initiatives including writing internal and external communications, web content, and social media for customer growth

Team Member, Chick-Fil-A, Virginia Beach, VA January 2013 – May 2016

- Enthusiastically greeted up to 200 customers per part-time shift with grace and respect
- Efficiently opened and closed restaurant during hours of operations, working closely with other Team Members and Management and attentively following protocol
- Achieved a 95% customer satisfaction rating from randomized location polls
- Obtained an 85% score on customer order accuracy and timeliness