

CLIENT NAME

Address: Torrance, California Phone: 123.456.7890 Email: rpwmail@gmail.com

DIRECTOR OF OPERATIONS

Cost Optimization | Organizational Development and Transformation | Financial Administration
Business Planning | Talent and Succession Management | Policy Implementation | Budgeting

SUMMARY OF QUALIFICATIONS

Highly accomplished and innovative senior professional, with wide-ranging experience in operational leadership, business development, and program management across diverse industries.

- ✓ **Solution-focused manager**, effective at designing and refining operational processes to enhance organizational efficiency, drive revenue growth, and ensure service excellence.
- ✓ **Concept-to-execution driver**, with proven ability to identify and address improvement opportunities, as well as build and train teams to meet goals and boost productivity.
- ✓ **Articulate advisor** with bilingual fluency in English and Spanish; skilled at establishing strong relationships and collaborating with internal and external stakeholders.

PROFESSIONAL EXPERIENCE

COMPANY NAME— CITY, STATE

Strategic Operations Manager

08/2022 Present

- Keenly assess operational challenges in restaurant management, financial forecasting, budgeting, sales/profitability, inventory, quality control, staff retention, guest satisfaction, and process execution.
- Coordinate and assist direct reports in setting performance goals and creating long-term operational plans.
- Evaluate current operational processes and performance to recommend improvements focused on enhancing efficiency and productivity through strategic planning and cross-functional collaboration.
- Provide strategic advice to senior executives on the status and progress of assigned programs and projects.
- Render consultative support to franchise operations leadership on the planning and execution of key programs, standards, and initiatives.

Key Highlights

- ✓ Expertly oversaw cross-functional teams to ensure successful program implementation and operational integration, which drove improvements in efficiency, sales, profitability, and guest satisfaction.
- ✓ Developed innovative strategies to boost enterprise-wide program growth and executed process improvements, leading to output maximization and cost minimization.

Senior Manager, People Development

04/2019 08/2022

- Carried out implementation and training for campaign and LTO programs, including conducting 6 to 9 cycles per year.
- Took charge of creating and managing development courses and curricula for all levels, from team members to multi-unit leaders.

Key Highlights

- ✓ Spearheaded the design, development, and launch of learning and development content for up to 1,600 locations, including both franchised and company-owned sites.
- ✓ Facilitated the decommissioning of legacy system and onboarding of a new learning management system (LMS) system for a global organization in support of single-unit operators through fully integrated human resource management system (HRIS) operators for 135,000 employees at all levels.
- ✓ Received Partnership awards in 2019, 2020, and 2021 for exceptional performance and support beyond the job requirements.

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COMPANY NAME— CITY, STATE

Business Development Consultant

04/2002 07/2016

- Directed the design, development, and delivery of technical and non-technical training programs for all employee levels, while overseeing budgets, schedules, and vendors for multibillion-dollar companies in technology, quick serve, consulting, managed services, and education sectors.
- Carried out client needs assessments and recommended interventions to improve employee performance and reduce costs through digital collaboration tools and e-learning methods, such as videoconferencing, NetMeeting, and web/computer-based platforms.

COMPANY NAME— CITY, STATE

Department Head

12/2014 04/2016

- Played a key role as a strategic partner to assess performance needs, and develop and implement learning strategies and programs, ranging from core team member training to high-potential talent development initiatives.

Key Highlights

- ✓ Optimized operations and drove profitability by pinpointing training gaps and executing process improvements.
- ✓ Launched over 17 training programs, along with all company communications related to training and development, for 15 district managers and over 100 general managers across the organization.

EARLIER CAREER

COMPANY NAME— CITY, STATE

Regional Training Manager

COMPANY NAME— CITY, STATE

Training Manager

COMPANY NAME— CITY, STATE

Training Sore General Manager

EDUCATION

Master of Arts in Communication and Organizational Leadership

University Name | City, State

Bachelor of Arts in Business Administration

University Name | City, State