

## Business | Operations Manager

*Offering expertise in business development, goal alignment, growth strategies, and visionary leadership.*

Results-focused and driven professional with key insights into business development, regional oversight, workforce development, and pipeline management. Skilled in risk mitigation, forecasting, assessing performances, and delivering solutions to overcome business challenges. Prepared to lead a high-performing team, collaborate with stakeholders, and liaise with C-suite executives to collectively identify and implement process improvements, lucrative business practices, capital management strategies, and operational enhancements.

### Core Competencies

- Business Development
- Operational Improvements
- Contract Negotiation
- Sales Cycle Management
- Workforce Management
- Risk Assessments / Prevention
- Account Management
- Corporate Infrastructure
- Executive Collaboration
- Client Success / Retention
- YOY Revenue Growth
- Complex Issue Resolution

### Professional Experience

#### MARCO'S PIZZA, Raleigh, NC

2008 - 2022

##### Multi-Unit Franchisee

Served as the driving force behind rapid revenue with a strict focus on business development strategies, operational infrastructure, and workforce management. Inspired excellence from a high-performing team through motivational leadership, constructive feedback, and training on exceptional customer service. Headed the successful opening of multiple locations including site scouting, selection, and construction logistics.

- Reduced waste and controlled costs through lean spending and feasible budget allocation.
- Mitigated depletion of necessary supplies and ingredients with attentive inventory management.
- Substantiated a 300% sales growth at one location and significant revenue increase at the other franchises.

#### LA-Z-BOY INCORPORATED, Monroe, MI

2006 - 2008

##### Retail Operations Manager

Systemized daily processes and accelerated growth across over 70 galleries in a multi-state territory due to proven strategies and industry acumen. Utilized multi-tasking and organizational strengths to consolidate warehouses and optimize them to effectively service several regions. Built a positive team culture to collaborate cohesively on the large-scale transition of all chains to an innovative POS system. Employed use of solutions-based problem-solving skills.

- Maximize profitability by training a top-tier team of managers and offering ongoing mentorship.
- Negotiated competitive contracts and leveraged strong vendor relations to obtain ideal pricing.
- Streamlined communication on new objectives, upcoming specials, and improved policies and procedures.
- Identified improvement opportunities by analyzing key data metrics and refining operational approaches.

### Education

**Bachelor of Science**, International Business | Appalachian State University, Boone, NC