

Tristan White

Chief of Staff | Director | Upper-Level Management

| Executive Leader | Multi-Business Founder |

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Executive-Level Operator:

Precision Execution, Clear Thinking Under Pressure & End-to-End Leadership

Key Achievements and Summary

- ⇒ **Project Management** – Managed projects ranging from \$25,000 to \$1,000,000+ with a focus of on time completion while maintaining budget perimeters through active hands-on leadership.
- ⇒ **Performance Metrics & Reporting** – Developed executive dashboards and scorecards, cutting reporting cycle time by **21%** and improving decision-making accuracy.
- ⇒ **Strategic Operator** – Translated mission objectives into structured, measurable plans while ensuring timely delivery and disciplined execution by all contractors, sub-contractors and team members.
- ⇒ **Operational Efficiency & Continuous Process Improvement** – Applied Lean Six Sigma and continuous improvement frameworks to reduce waste and cycle times, achieving a **22% cost reduction** and **18% faster delivery**.
- ⇒ **Cross-Functional Team Management** – Managed diverse teams of architects, contractors, legal counsel, government and licensing agencies, and corporate leadership by focusing on project lifecycle management and oversight monitoring.
- ⇒ **Operations Leadership** – Directed initiatives spanning finance, HR, logistics, construction and renovation, and facilities, enhancing collaboration and execution speed across business units.
- ⇒ **Strategic Program Oversight** – Managed programs with full **P&L responsibility**, overseeing budgets, risk, and resource allocation to ensure operational readiness and ROI-driven results.
- ⇒ **Organizational Alignment & Culture** – Fostered accountability, ownership, and professionalism among **teams of 70+**, aligning operations to company mission and performance goals.
- ⇒ **Proactive Problem Solver** – Created and launched the company's first standardized new-hire training program, including video-based process guides, reducing onboarding time and improving employee readiness.

PROFESSIONAL EXPERTISE

Houston's Hot Chicken – Multi-Franchise Owner – Tempe, AZ

February 2022 – November 2022

Owner | CEO & General Manager | Project Director

Visionary business owner and operator with an end-to-end responsibility for launching, managing, and scaling a fast-casual dining experience. Led brand evolution in our market to a modern, purpose-driven brand with a distinctive customer experience. Oversaw daily operations, team leadership, marketing strategy, and brand development while integrating business performance with a strong focus on customer engagement, digital transformation, and long-term brand equity. Drove unprecedented growth in the first quarter. Hands-on leader who builds hard-hitting management teams, wins board buy-in, and infuses a culture of innovation and shared success with customer-centric operations.

- Directed full lifecycle of a commercial build-out from concept through permitting, contractor oversight, budget control, and final compliance sign-off. Delivered full facility development in **83 days**.
- Managed a **\$1.1M operations budget** and **\$16K weekly payroll**, insuring transparent financial management and audit-ready reporting.
- Built multi-department operational systems (HR, finance, safety, logistics, vendor management) aligned to governance and accountability standards.
- Identified operational risks and implemented mitigation plans aligned with organizational goals.
- Streamlined vendor management and procurement workflows and improved efficiency and compliance by **21.2%**.
- Achieved **\$348k in first-month revenue**, exceeding historical franchise records by \$189K; projected first-year revenue **\$3.15M**.
- Developed systems, SOPs, and cross-functional teams from the ground up through key performance measurement.
- Championed continuous improvement, knowledge sharing, and team development to ensure operational scalability.
- Developed public-facing outreach, community engagement, and media presence, increasing brand visibility by **500% in 90 days**.
- Collaborated with franchise leadership, legal counsel, licensing bodies, and municipal regulators to maintain compliance and operational readiness.
- Advised new franchisees on strategic growth, governance, and operational planning.

Arizona Premier Backyard - Queen Creek, AZ

October 2020 – November 2021

Founder | CEO | Strategic Operator | Project Management

Entrepreneurial business owner and hands-on project lead responsible for launching, managing, and growing a full-service design-build landscape firm. Directed all phases of the business from client acquisition and creative design to project execution and team leadership. Specialized in delivering high-quality, customized outdoor environments by integrating creative vision, technical expertise, and operational discipline.

- **Business Development and Client Relations:** Led client acquisition and relationship management, from initial consultation through project closeout. Built long-term partnerships by delivering personalized, high-impact landscape solutions in residential and commercial properties.
- **Project Management:** Managed all phases of project execution, including site planning, scheduling, budgeting, permitting, and quality control. Delivered projects on time and within budget while maintaining design integrity.

- Team and Vendor Coordination: Recruited, trained and managed in-house teams and subcontractors. Ensured clear communication and accountability across designers, installers, and suppliers.
- Operations and Process Improvement: Developed and implemented operational systems to streamline estimating, project tracking, procurement, and jobsite workflows to support scale and profitability.
- Brand and Marketing Strategy: Built and maintained the company's brand presence through local marketing, digital media, and client referrals. Designed brand-aligned marketing materials and portfolio showcases.
- Financial Oversight: Oversaw all financial operations, including budgeting, pricing strategy, invoicing, accounts payable, accounts receivable, and vendor negotiations. Maintained a strong focus on profitability and cash flow.
- Compliance and Risk Management: Ensured adherence to all local, state, and federal regulations related to landscaping, construction, safety, and environmental impact.
- Grew the business to **\$495K revenue in year one** with a **51.4% gross margin**.

Premier Lifestyle Group – Queen Creek, AZ

April 2016 – August 2021

Founder | CEO | Business Development & Program Director

- Identified and evaluated investment opportunities across residential, commercial, and multi-family markets. Conducted in-depth market research, property valuation, and competitive analysis to ensure strong ROI potential.
- Led the acquisition process from initial offer through closing. Negotiated purchase terms, financing, and contracts with sellers, agents, and other stakeholders to secure favorable deals.
- Developed short and long-term investment strategies, including fix-and-flip, buy-and-hold, and value-add projects. Created detailed financial models and cash flow projections to guide decision-making.
- **Managed \$1.2M investment portfolio** securing funding and ensuring compliant financial operations.
- **Generated \$422,000 in net profit**, exceeding investor expectations while maintaining transparency and risk controls.
- Directed renovation and redevelopment projects, managing budgets, schedules, contractors, and quality standards to ensure on-time and on-budget delivery.
- Prepared and presented investment proposals to partners and investors.
- Built and maintained strategic relationships with real estate agents, brokers, contractors, lenders, and other industry professionals to support deal flow and growth.
- Assessed investment risks and implemented mitigation strategies. Ensure compliance with zoning, permitting, and local, state, and federal regulations.

Coral Communication – Johannesburg, South Africa

March 2025 – May 2025

Global Business Development Intern

- Identified high-impact businesses with growth opportunities in global markets.
- Conducted outbound cold calls, LinkedIn messages, and email outreach to prospective partners, generating new business leads and initiating sales conversations to expand the company's partner network.
- Actively participated in internal strategy meetings, external client class, and business negotiations, gaining international hands-on experience in the full sales cycle from lead generation to closing.
- Supported the creation of strategic business development plans through market research, competitive analysis, and pipeline management to identify emerging opportunities.
- Assisted in preparing partnership proposals, sales presentations, and pitch materials tailored to prospective clients' needs.
- Enhanced skills in sales prospecting, CRM software management, negotiation, and cross-functional communication while driving initiatives to expand market reach and revenue growth.

Technical Proficiency

⇒ **Project & Facility Management:** Scope/Schedule/Budget Control • Contractor Oversight • Capital Construction • Risk Management
 ⇒ **Governance & Administration:** Board Reporting • Public Sector Coordination • Policy Development • Compliance
 ⇒ **Financial Management:** Budgeting • P&L • Fundraising • Grant Tracking • Vendor & Contract Management
 ⇒ **Reporting & Analytics:** Proficient in Microsoft Office Suite, Google Workspace, Project Management Tools, KPI Dashboards, CRM, Tableau
 ⇒ **Quality & Process:** Lean Manufacturing, Lean Six Sigma (Yellow & Green Belt, Black Belt in progress), Risk Mitigation
 ⇒ **Certifications:** FAA Part 107 License, Lean Six Sigma Green Belt, Fire Operations, Hazmat Certified, OSHA 30, Conceal Carry Permit
 ⇒ **Firearms & Range Alignment:** Shooting Sports Experience • Firearms Safety Knowledge • Tactical Training Background
 ⇒ **DoD Qualifications:** U.S. Natural Born Citizen • Eligible for DoD Top Secret Security Clearance

Education

- **University of Tennessee – Haslam College of Business**
MBA in Aerospace and Defense (2027 waitlist)
- **Arizona State University – Thunderbird School of Management**
Bachelor's in Global Management (2025, Magna Cum Laude, 3.76 GPA)
- **Mesa Community College – Fire Science Academy**
Emergency Management Operations
- **Heald Business College**
Business Administration