

# Tristan White

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## Project and Operations Management

*Versatile and growth-focused professional with over 10 years of experience in project management, manufacturing operations, contract management, business development, financial administration, and customer engagement.*

Process Improvement & Lean Six Sigma Operations

Risk Assessment & Compliance Management

Supply Chain & Vendor Coordination

Performance Metrics & KPI Monitoring

Strategic Planning & Operational Scalability

Proven track record of leading multi-location franchise operations, managing multi-million-dollar budgets, and driving revenue growth through process optimization, contract negotiation, and cross-functional team leadership. Skilled in project lifecycle management, from site selection, permitting, and construction oversight to quality assurance and on-time delivery. History of cultivating strategic partnerships, enhancing brand visibility, and implementing SOPs and performance measurement systems to ensure operational efficiency and regulatory compliance. Capable of scaling company operations and achieving measurable business outcomes with strong analytical, problem-solving, and communication skills.

### Key Achievements:

- *Delivered \$25K–\$1M+ projects on time and within budget through hands-on leadership and proactive oversight.*
- *Reduced 22% costs and accelerated 18% delivery through Lean Six Sigma and continuous improvement initiatives.*
- *Ensured on-time execution of mission-critical objectives by translating strategic goals into measurable plans and guiding contractors, subcontractors, and teams.*
- *Accelerated 21% reporting cycle and improved decision accuracy by engineering executive dashboards and scorecards.*
- *Optimized performance of multidisciplinary teams, including architects, contractors, legal counsel, and government agencies via structured project lifecycle management.*
- *Aligned 70+ team members with company mission and performance goals by cultivating accountability, ownership, and professionalism.*
- *Streamlined onboarding and improved employee readiness by designing and launching the company's first standardized new-hire training program with video-based process guides.*

## Education

### **Bachelor of Science in Global Management (Jan 2024 – Dec 2025)**

Arizona State University – Thunderbird School of Management, Phoenix, AZ (Magna Cum Laude, 3.76 GPA)

### **Fire Science Studies**

Mesa Community College – Fire Science Academy, Mesa, AZ

## Professional Experience

### **Coral Communication** • Johannesburg, South Africa

Mar 2025 – May 2025: **Global Business Development Intern**

Accelerate market entry strategies through strategic business development planning, incorporating competitive analysis, pipeline management, and research-driven opportunity identification. Enhance sales conversion potential by preparing tailored partnership proposals, client presentations, and pitch materials aligned with prospective clients' objectives. Strengthen cross-border communications and collaboration by navigating remote work challenges across time zones, while establishing strong engagement with international prospects.

- Generated five high-value client meetings within six weeks by targeting Utah-based companies in the \$500K–\$3M revenue range, conducting CEO interviews, and leveraging market research insights.
- Assisted in expanding the company's partner network in North America by identifying high-impact businesses with global growth potential and executing targeted outreach via cold calls, LinkedIn, and email campaigns.

*"He possesses a rare combination of intellectual rigor, practical know-how, and emotional intelligence. Whether leading a business, managing a team, or solving a complex operational challenge, he brings a calm, focused energy that inspires confidence and action."*

**Dr. John P. Eaton, Ph.D., Associate Department Chair and Clinical Professor, Department of Marketing, Arizona State University.**

*From 2024 – 2025, completed a Bachelor's degree from Arizona State University – Thunderbird School of Management.*

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

**Feb 2022 – Nov 2022: CEO | General Manager | Project Director**

Managed \$1.1M operations budget and \$16K weekly payroll for transparent financial oversight, cost control, and audit-ready reporting. Secured funding, oversaw site selection, drove strategic planning for 20 franchise locations, and supported sustainable business growth. Established multi-department systems across HR, finance, safety, logistics, and vendor management to align operations with governance and compliance standards. Implemented SOPs, performance measurement systems, and cross-functional teams from inception for operational scalability and continuous improvement. Collaborated with franchise leadership, legal counsel, licensing authorities, and municipal regulators to maintain operational readiness and compliance.

- Generated \$348K in first-month revenue, surpassed \$189K historical franchise records, and projected \$3.15M first-year revenue by securing franchise rights, selecting strategic locations, and implementing an annual rollout plan.
- Completed full commercial build-out in 83 days by managing concept development, permitting, contractor oversight, budget control, and compliance sign-off.
- Optimized operational efficiency and compliance by 21.2%, while integrating a high-margin alcohol program as well as increased 4% overall profit through vendor management and contract negotiation.
- Directed recruitment and team development, while scaling staff from 71 to 85 and fostering a customer-focused, innovation-driven culture.
- Enhanced brand visibility by 500% in 90 days through strategic marketing, media engagement, and community outreach initiatives.

### **Arizona Premier Backyard** ◦ Queen Creek, AZ

**Oct 2020 – Nov 2021: CEO | Strategic Operator | Project Management**

Launched a design-build landscape firm from inception by directing client acquisition, creative design, project execution, and team leadership. Delivered all projects on time and within budget by managing site planning, scheduling, budgeting, permitting, quality control, and design integrity. Directed in-house teams and subcontractors to scale operations and ensure consistent performance, accountability, and clear communication across all crews. Implemented streamlined operational systems for estimating, project tracking, procurement, and jobsite workflows to enhance efficiency and enable scalable growth. Optimized financial performance by negotiating vendor contracts, managing accounts payable/receivable, and maintaining profitability, cash flow, and cost control. Cultivated long-term client relationships and expanded market presence through personalized landscape solutions, educational tutorials, social media, print, and local marketing campaigns. Mitigated operational and project risks in compliance with local, state, and federal regulations related to landscaping, construction, safety, and environmental standards.

- Generated \$495K in first-year revenue with a 51.4% gross margin by identifying market demand for English-speaking, full-service residential and commercial landscaping during the COVID-19 homebuilding boom.
- Enhanced brand visibility by creating strategic digital content, marketing collateral, and portfolio showcases, while establishing the company as a trusted local provider.
- Pioneered instructional video tutorials and educational content to differentiate services, generate leads, and increase client engagement leveraging prior digital media expertise.

### **Premier Lifestyle Group** ◦ Queen Creek, AZ

**Apr 2016 – Aug 2021: CEO | Business Development & Program Director**

Negotiated purchase terms, financing, and contracts with sellers, agents, and stakeholders to secure favorable deal structures and maximize ROI. Developed short- and long-term investment strategies, including fix-and-flip, buy-and-hold, and value-add projects, supported by detailed financial models and cash flow projections. Executed property acquisitions from initial offer through closing by leveraging analytical research and market insights to identify high-value opportunities. Assessed investment risks and implemented mitigation strategies in compliance with zoning, permitting, and local, state, and federal regulations. Built strategic relationships with real estate agents, brokers, contractors, lenders, and industry professionals to support deal flow, partnerships, and growth. Prepared and presented investment proposals to partners and investors for informed decision-making and alignment. Adapted to unexpected challenges, including renovation projects through problem-solving, resource management, and operational agility.

- Managed a \$1.2M investment portfolio, secured funding, oversaw financial operations, and maintained compliance with reporting standards and risk controls.

- Generated \$422K in net profit across seven residential property flips by identifying high-potential investment opportunities, conducting market research, and executing strategic renovations.
- Delivered on-time, on-budget renovation and redevelopment projects during COVID-19 by directing budgets, schedules, contractors, and quality assurance.

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### *Early Career*

**Owner | Driver | Lead Fabricator**, Addicted to Adrenaline Motorsports, Gilbert, AZ

**Area Sales Manager**, Best Buy, California, AZ

**Fitness Consultant**, 24 Hour Fitness, Glendale, AZ

**Agent**, Mutual of Omaha, Phoenix, AZ

**Office Sales Lead**, State Farm, Tempe, AZ

**Firefighter**, Wallen Security, Wittmann, AZ

**Pool Cleaner**, Gilbert, AZ

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### *Certifications & Credentials*

FAA Part 107 License | Lean Six Sigma Green Belt | Fire Operations & Hazmat Certified | OSHA 30 | Concealed Carry Permit

*DoD Qualification: U.S. Natural Born Citizen | Eligible for DoD Top Secret Security Clearance*