

Target: VICE PRESIDENT OF OPERATIONS | MULTI-UNIT DIRECTOR

Decisive operations leader – Possessing 10+ years in the administration and growth of large-scale business operations, holding P&L accountability through deliberative forecast analytics and a strategic budgeting process. Continued focus on reducing costs, improving performance, and increasing revenues through strategic and tactical planning and effective vendor management/negotiations to achieve corporate goals.

Driver for strategic planning of facility and organizational operations – Integrating industry standard best practices and recruiting high-quality talent to support bottom-line profitability through sustained revenue growth. Facilitate key process improvements corporate-wide to transform business operations, turn around under-performing units, and exceed productivity and customer experience goals.

Key Strengths

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| <ul style="list-style-type: none">▪ Facility Operations Management▪ Process & Quality Improvement▪ Forecasting, P&L, & Budgeting▪ Customer & Client Experience▪ Team Leadership & Development | <ul style="list-style-type: none">▪ Strategic Planning & Implementation▪ Change Management▪ Vendor Management & Development▪ New Venue Buildout▪ Innovative F&B Concept Development | <ul style="list-style-type: none">▪ Financial Planning & Analytics▪ Operations Turnaround & Transformations▪ Program Management & Business Development▪ Commercial & Captive Audience Marketing▪ Stakeholder Communication & Collaboration |
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PROFESSIONAL EXPERIENCE

DELAWARE NORTH SPORTSERVICE | Jupiter, Florida

2018 to 2019

General Manager

Oversee all food service and beverage operations as well as P&L and budgeting in support of annual \$2.3M sales volume at Roger Dean Chevrolet Stadium, home of the St. Louis Cardinals and Miami Marlins Spring Training Facility. Manage the sub-contractor and non-profit staffing relationships and ensure sufficient resources to support food and beverage operations for over 200 annual events at the busiest minor league ballpark in the country. Supervise 3 managerial direct reports and up to 300 seasonal staff and supervisors.

- Responsible for a complete rebranding of all portable locations as well, main concessions locations throughout the stadium, including creating, testing, and selecting new recipes, and building out new venues.
- Hire, train, and schedule new permanent and seasonal staff, ensuring smooth continuous operations and excellent customer service. Work closely with local non-profit labor groups to adequately staff the stadium for all scheduled events.
- Oversee concessions menu and premium suites menu development for game day and non-game day events, including 170 in-season scheduled games as well as numerous non-game day stadium and back-field events.

LEGENDS HOSPITALITY | York, Pennsylvania

2014 to 2018

General Manager

Spearhead operations and oversee P&L and budgeting in support of annual \$1.5M food services sales volume at PeopleBank Park, home of the York Revolution professional baseball team. Manage and schedule vendors tied to multi-year team sponsorships and ensure sufficient inventory and resources to support food and beverage operations for each event. Supervise 3 managerial direct reports and 100+ seasonal staff and supervisors.

- Cultivate improved proprietary, concession, and premium level food service concepts annually, including creating, testing, and selecting new recipes, and building out new venues, through close collaboration with corporate leadership, concessions management, and the executive chef, brainstorming and implementing innovative approaches while managing cost.
- Facilitate new and seasonal food/beverage/retail account openings at \$20M+ volume venues. Oversee site build-outs, implement POS systems, purchase equipment, and supervise installations.
- Maintain close client relations and manage expectations, monitoring the competition to deliver value.
- Hire, train, and schedule new permanent and seasonal staff, ensuring smooth continuous operations and excellent customer service.
- Oversee stadium menu development for game day and non-game day events, including 70 in-season scheduled games.
- Partner with York Revolution executive leadership to roll out all new initiatives, ensuring alignment on messaging and activities.

Selected Highlights

- ✓ Assisted with execution of the grand re-opening activities of all food and beverage operations at the New York Yankees spring training complex George M. Steinbrenner Field in Tampa, Florida, during a \$40M renovation in 2017.
- ✓ Integral part of the team that opened the food and beverage operations at the Prudential Center, a \$19M annual revenue facility, in Newark, New Jersey. Coordinated in-depth staff training, covering the new POS system, inventory management, event management, and process improvements.

CURA HOSPITALITY AT MERCY MEDICAL CENTER | Baltimore, Maryland

2007 to 2014

Director, Catering & Conference Services

Hired to lead the company's initial foray into hospital venues. Planned food-related catering events and functions for Mercy Medical Center. Assisted the General Manager in the supervision of 70 team members located throughout the Food & Nutrition Services department. Managed 10 conference rooms, oversaw the booking system, and coordinated 5,000+ meetings a year within the hospital.

- Grew sales from \$600,000 to \$1.5 million in 2013, capturing 20+% growth year-over-year (YOY).
- Collaborated with executives to organize event menu, cost, POS programming, and event management systems.
- Recognized as the organization's largest account, testing new menus, implementing new software, and employing best practices during implementation of processes.
- Developed internal and external business opportunities, expanding off-premises catering business to build profit margins.
- Acted as key point person for catering operations and serve as liaison for various on-site directors of hospital operations.

APPALACHIAN BREWING COMPANY | Camp Hill, Pennsylvania

2006 to 2007

General Manager

Brought on board to open a new corporate location in Lancaster, PA. Directed the start-up and daily operations for this multimillion-dollar restaurant and brewpub.

- Managed the hiring, training, scheduling, ordering, inventory, customer service, and P&L statements.

EDWARD JONES | Elizabethtown, Pennsylvania

2003 to 2005

Financial Advisor

Managed client accounts, prospecting new clients and maintaining existing patrons, overseeing all phases of investment. Contributed to the performance of the branch and provided continuity in investment management procedures while initiating solid communications. Reviewed client files, developed strategic partnerships, presented to key decision makers, and developed comprehensive reports.

- Rejuvenated existing client relationships and built new client portfolio, driving the branch office back into the black to realize profits within one year of assuming advisor role.
- Took over a client base frustrated with previous advisor and resolved issues to strengthen client relations.

Early Career—

ISAAC'S RESTAURANT & DELI | Lancaster, Pennsylvania

1989 to 2003

Began career track as part-time kitchen staff during high school and moved through the ranks during college, stepping into the General Manager position after graduation from college.

General Manager (1997 to 2003) | Assistant General Manager (1994 to 1997) | Kitchen Manager (1989 to 1994)

Selected Highlights

- ✓ Took 2 poor-performing locations and increased profit levels and sales by 11% in the first year. Drove corporate ranking from last to 5th, reduced turnover by 70%, and established a new company record for highest sales/lowest cost.
- ✓ Managed 50+ employees, recruited, hired, and trained new floor and management staff to reduce turnover and increase morale.
- ✓ Developed and implemented an employee committee that targeted cost control operations delivering record low cost in a facility generating \$1.7+ million in annual sales.
- ✓ Oversaw multiple locations as acting District Manager and implemented process improvements to deliver impactful results.

EDUCATION, TRAINING, & CERTIFICATIONS

YORK COLLEGE OF PENNSYLVANIA | York, Pennsylvania

Bachelor of Arts, Political Science, Government & International Studied

Certified: ServSafe Manager, ServSafe Alcohol Service, ServSafe Allergen, TIPS Alcohol Service, RAMP Alcohol Service