

# John Q. Adams

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City, California 99999

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## PROFILE

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### **Restaurant and Retail Management • Sales, Marketing & Merchandising • Customer Relations**

Highly effective combination of sales, financial and organizational skills. Full profit-and-loss responsibility for a service business – *marketing and promotions, customer relations, design of operating procedures, budgeting and cash flow management, staff hiring and motivation, logistics and details, and high quality delivery of a service product.*

Bottom line-oriented with a proven record of exceeding standards and expectations in entrepreneurial endeavors. Hands-on approach to training; lead by example.

- ♦ Possess over **20+ years of experience** in the service industry, managing several successful franchise restaurant and mini market locations.
- ♦ Proven track record of improving sales, successfully introducing new products and growing customer base in highly competitive markets.
- ♦ Excellent leadership skills. Experience managing, training and motivating 20+ personnel to perform at their best. Can set direction for the team.
- ♦ Utilize excellent interpersonal and communication skills to develop and maintain strong relationships with vendors, suppliers and employees.
- ♦ **Multilingual: English, Spanish, Hindi, Punjabi and Dogri (Indian Languages), Arabic**

## HIGHLIGHT OF ACCOMPLISHMENTS

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### **Operations/ Facility Management**

- Directly in charge of the overall operations and facility management for one of the Inland Empire's thriving auto care facilities, serving over 5000 customers monthly. **Operations gross over \$800,000 in annual revenue.**
- Analyzed and reengineered operations achieving a **39% increase in profits.** Recognized as one of the top grossing, high volume car wash facilities in Ontario, California.
- Achieve low operating costs; maintain labor costs to 35-39% of overall gross revenue.
- Experienced a **38% increase** in sales over the past 5 years.
- Increased monthly gross sales from **\$40,000 to an average of \$69,000.**

### **Franchise Restaurant Management**

- Consistently noted by district manager and owner for managing and maintaining a clean and well-organized facility.
- **Received award for achieving top sales for the new menu item – the Gordita.**
- Recognized by management for increased customer satisfaction, improved delivery times, cleanliness and minimal customer complaints.

### **Mini Market Business Development**

- **Increased sales by 25%** in the first year as store manager; overhauled pricing structure that **increased profits by 10%.**
- Successfully turned under-performing store into a top grossing gas mini-market location, through remodeling efforts, cost estimating, budget controls, cost reductions.
- **Promoted from Store Clerk to Assistant Store Manager within one year of service.**
- Supervised and scheduled staff of 6+ and oversaw all aspects of day-to-day store operations including counter sales, inventory management, maintaining daily sales records and reports, banking transactions, customer relations and store opening and closing.

## HIGHLIGHT OF ACCOMPLISHMENTS

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- Staff Management and Training**
- Rebuilt entire operations – starting with 10 employees to 25+, hired and trained an ethnically-diverse crew (many with limited English skills); encouraged and rewarded team members for ideas that improved productivity and quality in customer service.
  - Facilitated weekly management and monthly crew meetings in order to maintain and improve the level of service.
- Customer Service Administration**
- Improved customer relations by analyzing supply and demand. Introduced new and specialized services, *increasing sales by 57% from 2000-2005*.
  - Implemented high customer standards creating a high loyal customer base. Customer base increased from *2960 to over 4950 customers per month*, mostly from repeat business.
  - Directed service to approximately 4000-5000 patrons per month.
- Purchasing/ Vendor Relations**
- Cultivate and develop vendor relationships, which proved effective in negotiating low pricing, expediting orders, and receiving highest quality products and equipment.

## PROFESSIONAL EXPERIENCE

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- 2000 - present OPERATIONAL MANAGEMENT/GENERAL PARTNER  
ABC Car Wash, Ontario, CA**  
Responsible for increasing profitability, standardizing operating procedures, and developing business plans for growth. Additional responsibilities include: accounting, payroll, staff training, inventory control, ordering supplies, safety.
- 1999 - 2000 MANAGEMENT OF RESTAURANT OPERATIONS  
Restaurant, CA**  
Provided strategic direction and daily management to a high volume, top grossing restaurant location for the Jack In the Box Corporation. Strategic contributions in sales and marketing and created dramatic growth and profitability for this restaurant. Primarily responsible for maintaining a clean and well organized facility.
- 1998 - 1999 MANAGEMENT OF RESTAURANT OPERATIONS  
Franchise, Irvine, CA**
- 1994 - 1997 GENERAL OPERATIONS/ MANAGING PARTNER  
ABC Mini Mart, Colton, CA**  
Directed the daily operation of a high-volume mini grocery store and gas station, servicing over 600+ customers per week, achieving over \$1 million in annual gross sales.
- 1986 - 1988 STORE OPERATIONS MANAGEMENT  
ABC Convenience Store, El Monte CA**

## SALES/MARKETING EXPERIENCE

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**General Manager**, ABC Trucking, 1991-1994  
**Procurement and Accounts Payable**, ABC Electric Co, Alhambra, CA 1988-1991  
**Sales Representative**, ABC International, Hong Kong 1982-1986

## EDUCATION

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**BACHELOR OF COMMERCE (equivalent to B.A. in Business Administration)**  
International University, Delhi, India

**REFERENCES**    **Excellent References Available Upon Request**