

BUSINESS MANAGER

Experience

Business Manager , 07/2008 to Current

Company Name " City , State

- Devise and execute growth strategies entailing market penetration and expansion, product development and diversification,.
- new customer acquisition and targeted marketing campaigns.
- Formulate and administer policies and procedures to increase.
- profit margins and decrease operations expenses.
- Manage and guide 18 team members Achievements Analyzed sales reports and streamlined an expansive menu; eliminated unpopular/unprofitable items and introduced healthier recipe options, generating \$146000 in annual revenue Launched an expedited shipping option for meal kits delivery service, boosting revenue by 22% Renegotiated existing contracts and terms with strategic vendors, slashing food costs by 11% Integrated a new payroll system, trimming administrative outsourcing costs by 24% Deployed an inventory management software, avoiding overstocking and minimizing food waste and spoilage by 81% Mandated all employees to undergo a rigorous sanitation and food safety training programs, maintained for 10 straight years a sanitary safety inspection score of 100 by the Fort Worth Consumer Health Division Improved food quality and freshness, sidestepping food wholesaler and sourcing directly from farmers and producers, procuring 100 % organic produce, non GMO ingredients and antibiotics and hormone free meats and poultry.

Manager , 05/2002 to 06/2008

Company Name " City , State

- Managed Steak and Ale's #1 Texas location in profit and revenue generation (\$3.53 million annually).
- Supervised all staff.
- hiring, onboarding, training, retention initiatives, performance appreciation and disciplinary action Achievements Added high margin menu items, offered daily specials, introduced new happy hour promotions and coached servers in upselling techniques, revenue generating measures achieved an average check increase of 9% Reevaluated labor cost, reduced waste and theft, renegotiated lease terms, installed energy efficient equipment and instructed staff to multitask, cost cutting measures achieved 12% decrease in overhead expenses Spearheaded a customer loyalty program that fostered retention and generated 73% in repeat business Committed to elevate customer experience by ensuring cheerful greetings, adequate staffing, order accuracy, prompt, courteous service and solution based complaints resolution, location ranked first in customer satisfaction metrics YOY Led 39 staff members, managerial competency resulted in the lowest employee turnover rate from 2003 to 2008 Orchestrated and implemented a customer feedback report card, patron's comments steered improvements to service speed, staff performance and food quality Honored with Manager of the Year Award; five consecutive years.

Senior Tax Specialist , 01/2015 to 04/2017

Company Name " City , State

- Prepared and filed over 500 State and Federal tax returns for individuals, businesses, and charities.
- Collaborated and advised.
- taxpayer with notice correspondence management, audit preparation and representation.
- Trained and mentored first year.
- tax associates Achievements Earned H&R Block Academy's highestever test scores, a perfect 100 on the midterm and a 98 on the final Outpaced upsell goals by 40%; ranked first districtwide for attached product sales revenue Gained a 98% client recommendation score and a 96% retention rate by providing personalized and clientcentric service Completed 1000+ hours in IRS accredited training courses, accomplished the third highest tax preparer seniority position within H&R Block Awarded with numerous acknowledgments and awards from Reginal and District Managers for rapid ascension, extensive training, exceptional client care and exceeding sales goals two years in a row Recipient of the prestigious Henry W.
- Bloch Excellence in Client Service Award.

Education

Bachelor of Science : Business Management Saint Joseph University

Business Management Magna Cum Laude

Summary

Analytical and solutionsoriented manager with 15 years experience in business management and astute understanding of accounting, taxes, marketing, sales and administrative procedures. Adept at implementing and executing operational strategies, addressing complex challenges and leading team members to continuous successes. Proficient at managing profit and loss statements, fostering the financial health of the company and maintaining a holistic view of operations while also focusing on the granular details

Languages

English, Arabic, and French, written and spoken

Highlights

Microsoft Word, Excel (spreadsheets, pivot tables, formulas, formatting), PowerPoint, Access, Outlook and Google Docs Google Data Analytics, Search Engine Optimization (SEO) and Web Metrics Social media tools such as Hootsuite, Hashtagify and TweetDeck Cloud Management and Security Salesforce Customer Relationship Management QuickBooks, 14 CPE Credits: Mastering QuickBooks

Skills

administrative, Arabic, contracts, Customer Relationship Management, Client, customer satisfaction, delivery, energy efficient, English, food safety, French, hiring, inspection, inventory management, managerial, marketing, market, Access, Excel (spreadsheets, Outlook, PowerPoint, 98, Microsoft Word, payroll, pivot tables, policies, product development, profit, quality, QuickBooks, safety, sales, sales reports, Search Engine

Optimization, servers, shipping, staffing, strategic, tax, tax preparer, tax returns, training programs, written