

Director of Operations

Accomplished and results-oriented professional with a proven track record of driving business growth through strategic product planning and execution within time and budget constraints.

Summary

Expertise in developing and implementing innovative product strategies informed by comprehensive market analysis and customer insights. Proficient in spearheading product development initiatives, optimizing financial systems, and implementing innovative strategies to enhance organizational performance. Proven ability to lead cross-functional teams, streamline processes, and capitalize on market opportunities to achieve revenue targets and surpass business objectives.

Areas of Expertise

- Product Strategy Development
- Product Roadmap Planning
- Market Analysis & Research
- Financial Systems Optimization
- Operational Management
- HR Strategies Development
- Budgeting & Forecasting
- Compliance Management
- Event Planning & Execution
- Brand Management

Education

Business Intelligence Analyst

University of California, San Diego

Master of Business for Veterans

University of Southern California,

Marshall School of Business

Human Resources Management

Loyola Marymount University

Bachelor of Arts in Communications

University of Southern California,

Annenberg School

Professional Development

United States Navy: Second Class Petty Officer (E5)

Awarded Navy and Marine Corps Achievement Medal for leading small and large tactical teams during Operation Enduring Freedom

Key Accomplishments

- Oversaw the opening managerial team and staff for The Wolves Bar and Lounge through a successful post-COVID opening, resulting in first-year sales of \$1.5M.
- Collaborated with local brewers, Austin Beerworks, to introduce alcoholic beverages to the "Wild Chix" brand, resulting in a 15% revenue boost.
- Restructured the management organization of "Tatsu Ramen" in Los Angeles, reducing management salaries by 25% across three locations.
- Managed annual sales of \$3.5 million and led a team of 65 hourly employees along with 6 exempt/salaried managers.

Career Experience

F&B Consulting, CA - Austin, TX - NY

2017 – Present

Principal

Spearhead and optimize financial systems to produce monthly reports encompassing payroll, tip distribution, accounts payable, and merchant processing. Establish and manage an award-winning full-service restaurant and bar, "The Wolves," overseeing all operational aspects, staffing, and training. Conducted a comprehensive SWOT analysis to identify core competencies, challenges, opportunities, and vulnerabilities to capitalize on targeted market research. Revamp and launch a gluten-free Fried Chicken and Waffle concept, "Wild Chix," in Austin, Texas.

- Analyzed labor costs within the organization through management consultations, leading to improved operation, service quality, efficiency, and employee experience.
- Developed HR strategies encompassing recruitment, retention, performance management, compensation, payroll, labor law compliance, and benefits.
- Revised and enhanced employee manuals, standard operating procedures, training programs, and safety plans to elevate operating standards and reduce EPLI and workers' compensation costs.
- Recruited renowned chef Laurent Quineoux to create an innovative menu at "The Wolves," resulting in a 25% increase in revenue.
- Partnered with NOCO, a sparkling CBD water company, to host a high-profile event at "Wild Chix," becoming the first company to serve CBD products in Austin, Texas, which garnered significant local media coverage.

Clifton's Cafeteria, Los Angeles, CA

Director of Operations

Shaped and managed daily operations as the initial hire at the seminal Clifton's Cafeteria, affecting hundreds of thousands positively in anticipation of its reopening. Regularly Evaluated the efficiency of business procedures according to organizational objectives and applied improvements. Identified and implemented crucial systems, including accounting, IT, POS, merchant processing, human resources, public relations, valet, and security. Planned and monitored the day-to-day running of the business to ensure smooth progress.

- Developed a pre-opening budget for four unique concepts within the 50,000 sqft space of Clifton's Cafeteria, projecting first-year sales of \$15M.
- Assembled an opening management team consisting of 20 exempt and 265 non-exempt employees.
- Facilitated a grand opening attended by 2K guests, including Mayor Eric Garcetti, Councilman Jose Huizar, and June Lockhart.
- Negotiated contracts with food and beverage vendors, utilizing the strength of Clifton's brand and scale to maintain a cost of goods under 60%.

Oversaw the recruitment, onboarding, retention, and performance evaluations for a team of 65 personnel. Monitored and ensured compliance with local, state, and federal laws by conducting daily clock audits and bi-weekly payroll processing. Enhanced hiring processes, boosted employee retention, streamlined onboarding procedures, provided training, managed accounts payable and bookkeeping tasks, oversaw payroll responsibilities, optimized menu engineering and costing, implemented efficient inventory management strategies, coordinated building maintenance activities, developed strategic plans for brand marketing, and ensuring high levels of customer engagement.

- Prepared comprehensive financial reports such as end-of-period, quarterly, and yearly statements, as well as workers' compensation premium audits.
- Managed workers' compensation and EDD claims, resulting in 10% reduction in the experience mod (X-Mod) rating.
- Developed and implemented safety training programs that significantly reduced injury rates, worker absenteeism, and workers' compensation claims.

Regional Manager and Opening Task Force of BLD at LAX

Collaborated with LAWA and LAX union concessions to adapt BLD Full-Service brand to meet specific requirements of Quick-Service airport operations. Initiated the grand opening of BLD at LAX as a crucial phase in the extensive Airfield and Terminal Modernization Program that commenced in 2017. Supervised training and professional growth of four union management members and 15 hourly team members. Contributed to the ongoing modernization of LAX as part of the largest public works program in Los Angeles history.

- Supervised training and professional growth of four union management members and 15 hourly team members.
- Produced comprehensive training manuals for all aspects of the business, including Back of House (BOH), Front of House (FOH), safety protocols, standards of appearance, and sanitation guidelines.
- Established an effective site inspection program to ensure compliance with brand standards and optimize productivity levels.

Opening Task Force of ICDC

Guided and supported chef/partner, Mariah Swan, in effectively implementing operational infrastructure and implementing financial controls. Devised and developed a comprehensive opening schedule, considering outlet demands and accurately forecasting costs of goods before the grand opening, resulting in a remarkable cost reduction of over 30%.

- Provided comprehensive training to 8 employees on various HR topics, such as PTO/PSL, compensation/tips, and earnings statements.
- Coached chef/partner in mastering FOH/GM duties, including handling accounts payable and receivable, managing payroll, and smoothly onboarding HR systems.

Technical Proficiencies

SQL, Tableau, Microsoft Excel (Advanced), Adobe Suite