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| Ryan Hills, MBA  Hospitality Leader | ryanwhills@hotmail.com • 959-465-9524 www.linkedin.com/in/ryan-hills • Atlanta, GA |

Summary

**Results-driven leader with a strong background in Operations and financial management.**

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| Summary  Proven success in financial planning and business development in the restaurant industry in international settings. Analytical problem-solver with expertise in navigating corporations through periods of accelerated growth and improving profitability through advanced financial modeling, operations expertise, Training, and P&L reporting. Adept at building and mentoring multicultural teams internationally and developing high-performing management perspectives through effective training practices. Strong finance knowledge with advanced computer skills in MS Excel. Leverage excellent communication skills to build productive partnerships.  Areas of Expertise   * Training and Development * Menu Creation * Operations * Franchise Relations * Marketing * Culinary Expert * Brand Developer * Excel * Financial Statement Analysis * Education   Education  Master of Business Administration  Capella University, Minneapolis, MN  2017  Bachelor of Science in Small Business Administration/Minor in Information Systems  Northern Arizona University  Flagstaff, AZ, 2016 | Career Experience  Rolling Hills Group, Qingdao, Shandong, China Jul 2020 – Nov 2023  Owner/Founder  Oversee business planning, conduct market analysis, create financial models, and develop the overall brand concept. Financial control when deciding on raising capital through debt or equity to expand operations. Provide timely and accurate reporting for stakeholders and conduct regular financial performance assessments and analyses on a weekly/monthly basis.   * Established and led the growth of a successful Italian restaurant brand in China, by creating a strong business model through trend analysis, market research, accurate budgeting, and forecasting combining local ERP system data analysis with MS Excel and PowerPoint models. * Established proof of concept with successful financial and operations planning and opened a second, higher volume unit in a hotel by raising equity through a strategic partnership within the first year. * Devised and controlled financial reporting systems, including monthly P&L, annual budget, financial statements, revenue forecasting, and ad hoc analysis, while presenting data to key stakeholders to support financial decision-making. * Devised full menu with bar concept, training programs, recruitment of staff, brand concept/theme, online delivery, off-site activities, event planning such as weddings and birthday parties, and heavy focus on customer retention.   Sbarro, Inc., Columbus, Ohio Aug 2017 – Jun 2020  Senior Director of Operations, Asia  Provided expert operations services to multiple Asian markets with a focus on Training and Development. Developed financial strategy by utilizing high-level Microsoft Excel financial modeling skills and collaborated with multiple departments which maximized revenue and profitability. Furnished professional guidance on menu creation/evaluation, supply chain management, and optimal site selection.   * Delivered proficient financial/operations consulting to multiple restaurant franchisees, covering 55 primary units and 27 satellite units across the Philippines and Guam, focusing on monthly P&L analysis of each unit. * Facilitated a merger and acquisition of five sub-franchisees into a single master franchisee, boosting overall profitability through financial modeling. * Improved and created new financial and operational reporting strategies within the new system, collecting previously unavailable historical data and establishing new KPIs to target sales growth and new store openings. * Achieved a rapid promotion from Director of Operations to Senior Director within 18 months of joining the organization. * Conducted a comprehensive, peer-reviewed analysis of SBARRO as the primary focus of the MBA thesis, exploring the company's periods of expansion and decline, as well as the contributing factors. |

* Successfully launched Pizza Cucinova in Tokyo and Osaka, Japan, under the same company as Sbarro by providing comprehensive cross-brand management expertise, including the training and mentoring of the Japanese team.

Additional Experience: Economics and Business Teacher, TOM Education, Qingdao, Shandong, China, 2012-2017

* Tailored curriculum designed to align with the subject matter, and the student’s English proficiency levels, focusing on World History, Advanced Placement US History, Business Management, and Economics.
* Received the title of "Professor of Business" from Qingdao Petroleum University for successful business seminars awarded officially by the Chinese Board of Education.

Sbarro, Inc., Trumbull, CT May 2008 – May 2012

Multi-Unit Manager/Regional Training Manager

Utilized General Manager and Training Manager expertise to train employees across various locations and manage multiple budgets as a recognized Northeast Region Sbarro USA-trained General Manager. Built revenue-boosting and customer service-driven teams while minimizing operational costs through labor/cost management strategies to meet quarterly budget goals.

* Organized and executed corporate and franchise store launches, overseeing recruitment, instruction, and staff and skills development required for ensuring prosperous establishments.
* Demonstrated expertise in the company’s ERP and POS systems, guiding all staff members for optimal utilization.
* Received acknowledgment for facilitating excellent staff development, leading to numerous promotions of staff members to management roles.
* Accomplished consistent bonus targets for eight consecutive periods, earning the distinction of being the sole manager in the Northeast region to achieve this feat.

**Certifications**

***Google Analytics Professional Certification***

**Languages**

English, Native

Chinese Mandarin, Intermediate Spoken