



# JABBAR BURKE

## Director of Operations

FOOD SERVICE MANAGEMENT | TEAM LEADERSHIP | PROFESSIONAL DEVELOPMENT

+1-202-569-3907

jabbarb@aol.com

linkedin.com/in/jabbarb/

Adamstown, MD 21710

## SKILLS

- Regional Management
- Sales Development
- Market Share Growth
- Marketing and Service Strategy
- Budget Administration
- Fundraising and Non-profit
- Corporate & Private Event Management
- Training Programs
- Continuous Improvement
- Recruitment and Staffing
- Customer Relations
- Stakeholder Engagement
- Strategy and Implementation
- People Leadership and Development

## EDUCATION

### Liberty University, Lynchburg, VA

**PhD in Advanced Clinical Psychology**  
Completed in May 2014

**MS in Pastoral Counseling and Psychology**  
Completed in May 2002

**BS in Government: Pre-Law & Theology**  
Minors in Business and English  
Completed in May 1999

**BS in Psychology: Crisis and Christian Counseling**  
Completed in May 1999

## Profile

Visionary Director of Operations with a proven track record in enhancing food service excellence, team building, training, and development. Leveraging extensive experience to drive operational success, specializing in regional operations planning, sales growth, and revenue generation. Expertise in managing multi-unit, multi-city retail operations with a focus on financial management, staffing strategies, and vendor relations. Adept communicator and mentor, excelling in stakeholder engagement and empowering cross-functional teams. Committed to implementing best business practices resulting in maximized sales, reduced costs, and elevated customer experience. Dedicated to fostering professional growth and internal leadership development.

## Work Experience

### Chief Executive Officer

Dr. Jabbar Burke, LLC

Jan 2018 - Present

- Clinical Therapist
- Specializes in Psychoanalytical, Behavioral, Cognitive, and Holistic Therapy
- 10 years of expertise in therapeutic interventions
- Provides compassionate counseling to diverse clients
- Utilizes evidence-based practices for positive outcomes

### Director Of Operations

Call Your Mother Deli | Washington, DC

May 2022 - Present

- Led team of 3 Area Leaders, 1 Commissary Director, 6 Operational Leaders, and 13 General Managers, tripling company size.
- Opened 6 new restaurants in 2023 (4 local, 2 new market).
- Developed plan for 8-10 restaurant openings in 2024.
- Established career ladder, promoting 12 leaders in 1st year.
- Added 3rd party delivery and catering, contributing \$2.7M in sales in 3 quarters.
- Scaled systems for ordering, payroll, inventory, hiring, HR, and guest journey.
- Led financial workshops, driving 21.3% sales increase and 50%+ CX improvement in 2023.

### Area Director

Nando's Peri Peri | Washington, DC

July 2019 - May 2022

- Led team to surpass budgets/KPIs during Covid-19, achieving sales growth and positive profit margins. Key Achievements:
- Increased sales during Covid-19, maintaining positive EBIDTAR and operations profit.
- Elevated NPS score to 69%.
- Won 14 CEO awards, outperforming peers.
- Established Operational Career Ladder, advancing internal talent.
- Supported GMs in training leadership teams.
- Advocated for North American LRM initiatives.
- Successfully negotiated large catering and corporate events.
- Implemented a 40-45-hour workweek, recognized with CEO Hustle Award.
- Developed leadership team and improved staff performance through training programs.



# JABBAR BURKE

## Director of Operations

FOOD SERVICE MANAGEMENT | TEAM LEADERSHIP | PROFESSIONAL DEVELOPMENT

+1-202-569-3907

jabbarb@aol.com

linkedin.com/in/jabbarb/

Adamstown, MD 21710

## EXPERTISE

- **Leadership and management** - overseeing day-to-day operations and effectively leading teams.
- **Operations management** - includes monitoring internal processes and enhancing efficiency.
- **Client services** - involves overseeing client onboarding and addressing client-related issues.
- **Project management** - executing special projects and events.
- **Financial acumen** - managing budgets and driving sales growth.
- **HR support** - encouraging best practices and ensuring compliance.
- **Strategic planning** - identifying methods to enhance processes and supporting the HR team.
- **Focus on customer** - involves fostering a positive workplace environment and promoting best business practices.

## Work Experience

### Director of Operations/GM

Bethesda Blues and Jazz Supper Club | Bethesda, MD Nov 2018 - Oct 2019

- Led fundraising initiatives for both the club and the BBJSC Youth Orchestra.
- Managed talent booking, including fulfilling Performer Riders, arranging logistics like transportation, dining, housing, special requests, coordinating backline equipment, local band management, and handling payments.
- Directed the Food and Beverage Program, formulated a HACCP plan, and executed internal audits for local standards compliance.
- Provided executive-level leadership, managing daily operations, event planning, and talent development.
- Developed HR programs to ensure compliance with local and federal laws, including health and liquor regulations.
- Achieved significant reductions in food and beverage costs from 46% to 19% and 62% to 16%, respectively, and increased PPA from \$22.40 to \$53.88 and revenue from 12% to 74%.
- Created a comprehensive HR framework including a team member handbook, policies, procedures, outsourced payroll, and training programs.
- Established systems to maintain compliance with County and State guidelines, ensuring adherence to Health Department and Liquor Board standards.

### General Manager

Bowlero Corporation | Annandale, Gaithersburg, VA, MD Sep 2017 - Oct 2018

- Directed operations, staff development, and renovations.
- Achieved 12% sales growth and improved social media ratings.
- Reduced food and beverage costs while enhancing service quality.

### General Manager

Joe's Crab Shack | Gaithersburg, MD March 2013 - Nov 2017

- Managed three locations and was on track to become Director of Operations before bankruptcy intervened.
- Opened four locations, closed eight, and earned a Center of Excellence Training Center badge for two years.
- Significantly improved guest satisfaction scores.
- Led 240+ employees, focusing on hiring, retention, and in-house marketing to boost sales.
- Promoted eight managers from hourly staff, directly trained General and Kitchen Managers.
- Reduced food costs from 3% to 1%, maintained labor costs 1% under target.
- Doubled guest survey scores from 40% to 80% by prioritizing outstanding service.

### General Manager

TGI Fridays | Bowie, MD Nov 2010 - Feb 2013

- Led strategic initiatives to improve client experiences and developed sales strategies, resulting in 100% Ecosure audit scores on five occasions and perfect Health Department inspections three times.
- Directed successful TGIF grand openings, strengthening customer loyalty.
- Implemented effective revenue growth and retention strategies.



# JABBAR BURKE

Director of Operations

FOOD SERVICE MANAGEMENT | TEAM LEADERSHIP | PROFESSIONAL DEVELOPMENT

+1-202-569-3907

jabbarb@aol.com

linkedin.com/in/jabbarb/

Adamstown, MD 21710

## CERTIFICATIONS

### ServSafe Certification/Proctor

Awarded by the National Restaurant Association

### Certification in Infection Prevention and Control (CIC)

Awarded by the Certification Board of Infection Control and Epidemiology, Inc. (CBIC)

## REFERENCES

"Referenecs Upon Request"

## Additional Experience

### Executive Director

Jericho Residences | Landover, MD

Feb 2005 - March 2010

- Managed a \$55 million contract for a 270-room affordable Senior Apartments.
- Oversaw construction project management, budget, and marketing activities.
- Implemented strategies for occupancy and financial objectives.
- Managed staff and fostered a community focused on resident wellbeing.

### Store Manager

K-Mart | Annandale, VA

Nov 2001 - Feb 2002

- Was learning the duties and requirements of a Big Box General Manager.
- Managed store employees and resources to maximize sales.
- Ensured the store's appearance and merchandise presentation were maintained.
- Controlled expenses, payroll budget, and shrinkage.

### District Manager

Stride Rite Group | Woodbridge, VA

Oct 2000 - Nov 2001

- Tasked with maintaining a professional, fun, and productive atmosphere.
- Managed payroll, developed sales strategies, and maintained the 4-wall profit margin.
- Handled recruiting, training, and scheduling of staff.
- Oversaw supply ordering, merchandising, and implementation of action plans.
- Assisted other managers within the district.

### District Manager

Wilson Leather Experts - Landover, MD

July 1999 - Oct 2000

- Oversaw 12 stores, temporarily served as General Manager.
- Managed loss prevention, P&L, recruitment, training, and merchandising.
- Achieved sales growth, opened new stores.
- Handled payroll, sales strategies, profit margins, and supply ordering.

### District Manager

Golden Corral Family Buffet Restaurant - Lynchburg, VA and  
Seaford, DE

Feb 1994 - July 1999

- Managed operations across 8 stores, enhancing productivity and enforcing policies.
- Led loss prevention efforts, profit/loss analysis, and motivated teams to surpass sales goals.
- Directed recruiting, training, and policy development.
- Ensured compliance through regular store evaluations.