**Kenneth S. Mckissick**

15932 S. Lewis Ave, Bixby, Oklahoma 74008

kmckissick2021@outlook.com / 918-998-1545

**Operations Service Executive**

Leadership / Communication of Brand Operational Strategy and Vision / Team development

Leader that creates strategic alliances with organizational leaders to effectively align with and support key business initiatives. Builds and retains high performance teams by hiring, developing, and motivating todays emerging talent into successful Leaders. Highly effective at communicating Brand Strategies and Vision, ensuring alignment and understanding at all levels.

**Leadership Strengths**

-Diverse Industry Knowledge/Skills -Communication of Brand Strategy and Vision

-Strategic Planning -Emerging Market Development

-Revenue Growth -Developing/Adhering to Budgets

-Talent Identification and Development -Time/Resource Optimization

-Collaboration -Listening

-Real-estate Identification -Facilities Management

-Operational Excellence -Defining/Communicating Service Expectations

**Professional Experience**

**Whataburger** **April 2011 – January 2021**

**Regional Director of Operations May 2015 – January 2021**

Responsible for the Operations of 78 to 126 Restaurants which included Four Directors of Operation, 15-22 Multi Unit Managers in Texas and Oklahoma, with sales exceeding $450M annually. Company Restaurant Operations included responsibility of Marketing, Training, HR, Asset Protection, Recruiting and Maintenance Services, collaborating daily with leaders of these disciplines. Increased Sales in all markets eight plus percent annually.

San Antonio/Central and South Texas/Houston. Texas/West Texas/Oklahoma/Kansas/Arkansas

**Director of Operation September 2013 - May 2015**

Operations of 49 Restaurants which included nine Multi Unit Managers in Austin Tx, with sales exceeding $150M annually. Company Restaurant Operations included responsibility Marketing, Training, HR, Asset Protection, Recruiting and Maintenance Services. Increasing Sales in all markets twelve plus percent annually by increasing staffing and service levels to exceed guest expectations.

**Senior Area Manager** Two Multi Unit Managers/Twelve Units **January 2012 – September 2013**

**Area Manager** Operational responsibility of seven units **April 2011 – January 2012**

**Pizza Hut/YUM 2009 – 2011**

**Area Manager** Operational responsibility of nine units

**Jack in the Box 2000 to 2009**

**Area Manager/Senior Area Manager/Regional Key Initiatives Manager**

Operations of 20 to 38 Units

Lead Communications Process of Company initiatives for 200+ Locations

**Domino’s Pizza 1985-2000**

**Delivery Driver/Manager/Area Manager/Director of Operations**

Houston TX, Austin TX, Atlanta GA

**Education 1985-1988**

San Jacinto Junior College – Houston TX

University of Houston – Houston TX