**Christopher Pitura**

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**Career Objective**

Customer-focused Director of Operations eager to apply sharp business acumen, leadership, and client relation skills toward supporting the employer in optimizing operational and financial performance



**Profile**

* Offer numerous years of progressive customer service and operational management experience in multi-unit environments, with expertise in increasing sales and profits at new and existing stores
* Facilitate client-focused, service-oriented environment vital to maximizing customer satisfaction and retention; cultivate long-term guest relationships and stellar reputation
* Hire, train, and manage top-performing support teams; strategically plan and coordinate workflow and human resources for optimal coverage while containing labor costs
* Collaborate with corporate management and staff members to consistently uphold high standards of quality and ensure a safe, clean, and sanitary environment
* Proactively monitor industry trends and developments, including competitive services and marketing activities; effectively identify and capitalize on opportunities to penetrate and develop markets
* Dynamic communication, presentation, and relationship management skills



**Professional Experience**

**Area Supervisor, INSPIRE BRANDS, INC**, Clarksville Tn 1-22 to present

* Responsible to manage all aspects 9 restaurants in Tennessee and Kentucky
* Monitor stores for compliance with company and brand standards
* Manage financial performance of the stores with full P&L responsibility
* Responsible for the communication, training and follow up of monthly marketing windows & E learning
* Communicate & motivate the management to achieve company goals and objectives

**Regional Director of Operations,** SubSouth, Knoxville Tn 9-18 to 12-21

* Responsible for 8 district managers with a total of 42 stores under my supervision in TN & KY
* Monitor stores for compliance with SubSouth and Subway standards,
* Manage financial performance of the stores weekly with full P&L responsibility & monthly reviews
* Coordinate the requests and direction of the ownership group
* Responsible for the communication, training, and follow up of marketing windows
* Clearly communicate to the management team the importance of company goals and objectives
* Recruit and hrie best in class management talent that focuses on builing a culture of leadership,communication,& team building.

**Director of Operations,** Route 65 Management, Nashville Tn 7-14 to 9-18

* Responsible to manage all aspects 20 restaurants including 7 cobranded franchised locations Monitor stores for compliance with company and brand standards,
* Manage financial performance of the stores with full P&L responsibility
* Coordinate the requests and direction of the ownership group
* Responsible for the communication, training and follow up of monthly marketing windows
* Clearly communicate to the management team the importance of company goals and objectives
* Team includes 7 above store leaders working in different departments of the operation

**Consultant, CITI Group**, New York, NY 7-16 to 12-18

* Provide nonproprietary insight for investors on both Dunkin and Baskin concepts sales trends
* Discuss nonproprietary marketing information comparing how we stack up against our QSR competition in our market
* Provide our opinion on growth in the market and our willingness to invest in new store growth

**Director,** OTG Management, Boston Logan Airport 7-12 to 7-14

* Responsible to manage all aspects of both original company owned concepts as well as franchised concepts
* Monitor stores for compliance with company and brand standards, as well as airport policies and procedures
* Manage financial performance of the stores with full P&L responsibility Annual sales volume 18m
* Coordinate the requests and direction of the owner and operator of the airport as well as the concession management company
* Responsible for the communication, training and follow up of monthly marketing windows
* Clearly communicate to the management team the importance of company goals and objectives
* Perform all tasks and documentation for all hires and terminations

**Owner,** Smokey O’Grady’s,East Hampton CT 3/12 -4/14

* Owned a 1700 sq ft Bar and Restaurant with 42 bar stools and 48 table seats
* Responsible for maintaining and running all aspects of the business increasing sales 25% over the previous owners reported sales
* Managed all daily activities over seeing ordering and tracking all food and liquor orders
* Developed a unique menu of tavern style food including weekly and monthly specials
* Responsibilities included hirinig,firing,training, scheduling, payroll, controlling finances, managing federal and state tax liabilities.

**Area Manager,** Dunkin Donuts, CT 1/06 – 7/12

* Expertly manage 140+ employees across ten franchised stores responsible for generating $9.2M in annual sales
* Prepare monthly action plans for all stores and diligently track actual market financials, food cost, labor cost, and sales compared to goals
* Actively trained other General Managers and Market Managers on managing inventory and labor costs to maximize bottom line profits and improve store profitability
* Contribute to new store opening efforts and participate on expansion teams, including recruiting, hiring, and training staff; achieved financial goals at each opening
* Secured top ranking companywide for profitability, retention, and performance reviews in 2009 & 2010
* Effectively turned around underperforming inner city store within 18-months and raised YOY sales by more than 20%

**Kitchen Manager,** 99 Restaurants, Salem and Dover, NH 4/04 – 1/06

* Successfully opened two new restaurant locations and trained newly hired kitchen staff in all kitchen functions, including food preparation, safety, and sanitation
* Established and maintained $90K in weekly food sales
* Introduced process improvements responsible for increase efficiency and sanitation levels

Applebee’s 6/01 – 4/04

**Kitchen Manager,** Applebee’s International, Portsmouth, NH (10/03 – 4/04)

**Front of House and Bar Manager,** Applebee’s TL Cannon, Manchester, CT (6/01 – 10/03)

* In recognition of outstanding performance, steadily progressed within company to gain valuable, hands-on experience managing all aspects of operations for fast-paced, high-volume restaurants with $70K in weekly sales. Also work on 3 store opening teams.
* Accurately prepared sales volume forecasts for departments and stores. Maintained detailed records of daily sales and labor hours, placed three food orders weekly to maintain appropriate inventory, and entrusted with accountability for food cost percentages
* Coordinated daily and weekly schedules in line with business performance; ensured coverage for all FOH and BOH needs
* Trained staff to ensure exceptional customer service and superior sanitation scores; opened new location



**Education**

Notre Dame College, Manchester, NH

**Bachelor of Arts in Business Management** 2001

**Associate’s Degree in English**

* Servesafe Proctor & Instructor 2015 to present
* 2010 District Manager of the Year Award
* Ted J. Crew Entrepreneurial Achievement Award 2007
* Recognition Award for Contribution to Business Finance Development, Class 2001
* Captain, Notre Dame Basketball Team 1997 – 2001
* Business Communication / Organizational Structure Intern, Disney World 1999
* Eagle Scout, Boy Scouts of America