

DISTRICT MANAGER

UNCOVERING OPPORTUNITIES TO MAXIMIZE PERFORMANCE, EXPAND SERVICE AND OPTIMIZE PROFITABILITY

GOAL SHATTERING, TEAM MOBILIZING FOODSERVICE EXECUTIVE with experience driving sales, cutting costs, opening new accounts, and establishing community partnerships to support growth of multimillion-dollar accounts.

TEAM LEADER INNOVATING PROGRAMMING AND SERVED AS VICE-CHAIR for regional and virtual forums, showing commitment to refining and elevating corporate standards and continually strengthening skillset.

DRIVE AND EXPAND 8-FIGURE ACCOUNTS, raising millions for scholarships. Turn around underperforming accounts as emergency manager, achieving 100% safety scores as regional and district safety coordinator and serving on committees to enact key policies.

SIGNATURE COMPETENCIES

- **Operations Management**
- **Account Management**
- **Client Relations**
- **Sales**
- **Budget Management**
- **Safety & Sanitation**
- **Training & Development**
- **Hospitality**
- **Community Engagement**

PROFESSIONAL EXPERIENCE

BLIK INDEPENDENT SCHOOLS, Greater New York Area ▪ 2018 to 2020

DISTRICT MANAGER

Direct Oversight: \$16M Budget ▪ 17 Accounts ▪ 17 Managers ▪ 160 Employees

Championed dining services leadership to streamline account management and processes to achieve operational and financial targets year-over-year.

- Opened new and largest account in district 3 months of hire, expanding district's portfolio and exposure statewide.
- Designed operational improvements after conducting audits, identifying opportunities to optimize financial performance.
- Ensured growth of breakfast, lunch, dinner, catering, and sunset programs, meeting client satisfactory scores.
- Maximized company resources within Blik's food quality and merchandising standards, achieving budgetary requirements.

SODEXHO, Midwest and Southern Regions ▪ 2010 to 2018

DIRECTOR OF OPERATIONS, Lansing, MI ▪ 2014 to 2018

Direct Oversight: \$7M Budget ▪ 27 Schools ▪ 5 Managers ▪ 150 Employees ▪ 12K Students

Sat on Food Action Committee and Food Policy Subcommittee to ensure enforcement of district-wide policies and enacted performance measures for quality production and service. Created neighborhood gardening program, mentorship network, and culinary arts curriculum to champion student growth and engagement and bridge relations with community.

- Scored 100% from in-house safety inspector as regional safety coordinator for Michigan, Indiana, and Tennessee, ensuring 4 district safety coordinators and 350 employees met food and facility safety standards.
- Raised \$1M+ in scholarships for exceptional students after fostering relationships with community leaders.
- Implemented school district's first-ever school garden initiative, and Future Chef Program, promoting healthy living, engaging students, families and community, and increasing student retention.
- Acted as emergency manager for Beecher and Saginaw school districts, administering \$6M budget and directing 5 managers and 95 employees throughout 30 school sites.

AREA GENERAL MANAGER, Memphis, TN ▪ 2013 to 2014

Direct Oversight: \$4M Budget ▪ 11 School ▪ 4 Managers ▪ 40 Employees ▪ 2K Students

Transformed individuals into high performing team members who consistently exceeded client expectations.

- Grew quarterly sales 6% after spearheading district-wide marketing initiative, promoting healthy eating in schools.
- Increased client satisfaction 4% by utilizing strong interpersonal skills to cultivate strong business relationships.
- Saved 5% on labor costs in 1 quarter by implementing best practice standards.

GENERAL MANAGER, Flint/Buena Vista, MI ▪ 2010 to 2013

Direct Oversight: \$1.5M Budget ▪ 9 Schools ▪ 1 Manager ▪ 20 Employees ▪ 1250 Students

Taught Culinary 101 course to 14 high school students, and developed afterschool program to mentor 5 students towards academic excellence. Established Backpack Program for disadvantaged students to offer nutritious food outside school.

- Achieved 5% profit increase as result of executing unique business strategies.
- Drove sales 7% through innovative strategies to engage students, staff, teachers, and administration at all levels.
- Saved 7% on food costs, controllables, non-controllables, and labor through negotiations with preferred vendors.
- Raised \$5K+ for scholarships during 'A Night in Harlem' event with Beecher Scholarships Incentive Program.
- Implemented new Health Hunger-Free Kids Act standards while sustaining student counts and complying with FDA.
- Acted as district safety coordinator for Michigan, Indiana, and Tennessee, executing safety compliance audits.

ARAMARK, Mechanicsville, VA ▪ 2009 to 2010

ASSISTANT FOOD SERVICE DIRECTOR

Direct Oversight: 3 Managers ▪ 30 Employees

Directed 3 managers and 30 employees. Led C-Store, coffee shop, corporate catering, and cafeteria.

- Materialized 3% increase in profits year over year, achieving financial target for client and Aramark.
- Generated lowest operating costs in 3 years and highest customer satisfaction ratings in 4 years by managing production and logistics and maximizing profits.
- Increased organizational efficiency by training all new employees on service standards and operations.

EDUCATION

Master of Science (MS), Hospitality and Administration Management ▪ Roosevelt University, Chicago, IL

Bachelor of Science (BS), Hospitality Management and Tourism ▪ Roosevelt University, Chicago, IL

Associate of Applied Science (AAS), Culinary Arts ▪ Kennedy-King College, Chicago, IL

CERTIFICATIONS

Registered ServSafe Proctor ▪ Certified ServSafe Food Handler Instructor ▪ ServSafe Certification
ServSafe Allergens Certification ▪ OSHA 10 Certification

TECHNICAL SKILLS

Microsoft Office Suite; Labor Management Software; E-Time; Point-of-Sales Systems

AWARDS

North America Platinum Team Spirit Award, Sodexo | Rising Star | Rookie of the Year
School Services Silver Service Spirit Award | Team Connect