

Joe Jobscan

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Skills

Inventory/Cost Control | Food & Beverage Operations | Facilities Management/Sanitation | Menu Development | Purchasing/Procurement | Team Building & Leadership | Budget Planning/Administration | Profit & Loss Management | Banquets/Catering | Accounting/Payroll | Customer Service Management | Total Quality Management | Sales and Promotions | Business Development | Cash Management/Deposits | Vendor Relations | Staff Hiring/Training/Development | Operations Management | Food Production Standards & Controls | Cash Management

Work Experience

USA Insurance | Chicago, IL

Independent Sales Agent

11/2019 - Present

- Advise clients and possible new clients on their insurance needs with focus on life insurance, final expense planning and mortgage protection.
- Excellent interpersonal skills to build relationships, educate clients on insurance strategy with honest insight on how to achieve their financial objective and work with clients every step of the way until a policy is issued.

Candy Lane Inc. | Chicago, IL

District Manager - Retail

08/2018 - 10/2019

- Served as District Manager overseeing 13 retail locations in the South Eastern District spanning 9 Eastern US states and contributing over \$10 Million in annual retail sales.
- Shoulder to shoulder coaching and counseling of retail management teams to establish selling strategy, delightful guest interactions, financial performance, checklists accountability, scheduling, payroll management, loss prevention, repairs and maintenance standards, monthly reports, in-store advertising, health and safety, brand compliance, merchandise presentation and techniques.
- Successfully increased DPT 10% by actively promoting and fostering shared learning across stores, delivered with honesty, integrity and offering useful real-time performance management for continuous improvement that promoted development of in store associates.
- Improved comp store sales by 8% and brought shrink variances inline to company standard of 2.3% through compliance in key Profit & Loss (P&L) metrics including Customer needs engagement, Sales attainment to budget, comp sales, margin performance, inventory control/in-stock, shrink, cash management, payroll, Market Intelligence, safety related claims, etc.

America's Frozen Foods | Atlanta, GA

Operations Manager – Food Distribution

03/2018 - 09/2018

- Responsible for providing strategic direction and business analysis for the overall operation of a frozen product distributor handling \$26Million in annual order fulfillment of Unilever and Nestle frozen food and small format ice cream, proactively analyzing sales and performance to develop action plans designed to optimize revenue and increase market growth.
- Effectively led the elimination of one branch warehouse, significantly reducing expenses; while increasing the sales volume by 35%, freeing up \$2 million dollars in capital.
- Created easy to use Microsoft office tools (Excel and Word) for recordkeeping, contract management, compliance to FDA regulations and improved visibility when follow up and investigations were necessary.

America's Frozen Foods | Atlanta, GA

Director of Operations – Food Distribution

01/2017 - 06/2018

- Developed and managed a diverse frozen food distribution team that consisted of 5 District Managers, 3 field Sales Managers, 3 Warehouse Managers, 63 drivers, 17 warehouse employees and 9 service technicians and 7 branch hubs servicing up to 8,000 customers in Florida, Illinois and Michigan and generating annual sales of \$38 Million

- Successfully implemented a sales strategy that increased business opportunities at independent clients, enhancing revenue by \$2.3 Million and increasing customer retention rates to 92% in the independent client segment.
- Planned daily operation strategies, including delivery routing, team workflows, contract management and promotional initiatives.
- Developed new promotional strategies to increase customer base and market share, promoting ice cream products through diverse channels.

Willy Wonka's Chocolate Factory | Atlanta, GA

Regional Manager - Restaurant and Retail Operations

01/2012 - 01/2017

- Oversaw multiple Retail and Food and Beverage locations with over \$22Million in annual restaurant and retail sales.
- Efficiently enforced company standard operating procedures, health and safety audits, implement realistic sales goals, allocating budget, staffing and resources to each location to ensure success.
- Successfully compiled sales data to create and present quarterly market and financial analysis to the VP of Retail, identifying key metric drivers and new opportunities for sales expansions, developing strategies and initiatives to improve KPIs Company wide.
- Effectively oversaw recruitment and development of managers for the region, encouraging leadership skills that earned the promotion of a General Manager to a Regional Manager position, a General Manager to an Area Manager position and 4 Managers to General Manager positions.
- Successfully piloted the introduction of KDS technology to the region as Project manager, configuring the systems to meet business needs and creating training documentation for a full rollout, reduced ticket times by 25% and increased sales by 8%.
- Collaborated with the Human Resources department to streamline and update staff scheduling systems with a Hot Schedules platform, reducing staffing hours and labor costs by 2.7%, while maintaining the highest level of customer service.
- Responsible for 4 new store openings including the 7,000 square foot flagship location in Atlanta.

Education

Clark Atlanta University | Atlanta, GA

08/07 – 05/2011

Bachelor of Science in Business Administration