

Strategic general manager with a record of operational excellence

Over 10 years of experience leading business operations, increasing revenue, and elevating the customer experience.

Professional Experience

- General Manager**
ABC Retail Group | Chicago, IL
January 2020 - Present
- Increased store profit by 20% by optimizing inventory management and pricing strategies
 - Led a team of 50+ employees, improving staff retention by 30% through training initiatives
 - Set customer engagement strategies that increased repeat business by 15%
- Assistant General Manager**
XYZ Restaurant Group | Chicago, IL
June 2015 - January 2020
- Oversaw daily operations, achieving a 10% reduction in operational costs
 - Developed sales promotions that boosted revenue by 12%
 - Supervised hiring and training, reducing employee turnover by 25%

Education

Bachelor of Business Administration (BBA)
University of Illinois | 2015

Key Skills

Operations management	<div></div>	Budgeting and forecasting	<div></div>
Sales strategy development	<div></div>	Staff training and motivation	<div></div>
Strategic planning	<div></div>	Process improvement	<div></div>