

# John James

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## Qualifications for Executive-Level Business / Operations Leadership

*Dynamic Executive Dedicated to Driving Excellence in Multi-Site Business Operations & Bottom-Line Performance*

**Highly Accomplished Leader** who excels at analyzing lucrative business needs, identifying multimillion-dollar sales growth opportunities, defining methods for capturing new customers, and attaining leverage in competitive markets. **Influential Change Agent** who exhibits keen market knowledge and up-to-date trends awareness while creating profitable brand-building solutions with a responsive management style.

**Innovative Strategist** who gains buy-in among multidisciplinary teams to drive the sale of world-class products while delivering first-rate customer experiences and yielding high-performance results.

**Engaging Communicator** who aligns with a company's mission, vision, and values to lead peers by example and with ethics and integrity while seeing the "big picture" at all times to exceed expectations.

*Career Highlights Include:*

- ✓ **Developing new franchises from land purchase through to opening date.**
- ✓ **Optimizing performance and profits by developing new business practices.**
- ✓ **Successfully recruiting, training, and managing up to 175 staff and 25 managers.**
- ✓ **Driving key support to business processes and organizational strategic planning efforts.**
- ✓ **Designing operational systems, policies, and processes to comply with operational missions.**

## PROFESSIONAL SYNOPSIS

### *Business Operations / Financial Management*

- Capitalized on the opportunity to lead forward-thinking start-up and successful operations of up to 7 national franchises while exhibiting a professional management style to attain maximum ROI.
- Expertly drove site selection, construction, and financing while building and sustaining mutually beneficial relationships to exceed departmental and organizational goals per companywide needs.
- Demonstrated strong analytical abilities toward handling all multi-site financial operations, including facilitating accurate accounts payable, inventory control, supplies ordering, and payroll.

### *High-Volume Sales / Business Development*

- Maximized bottom-line performance by driving highly lucrative merchandise and / or product sales and new business development initiatives while providing exceptional customer service.
- Consistently drove high-value sales results by closely collaborating with team members to facilitate objectives and ensure optimal customer satisfaction to succeed in competitive markets.
- Proactively analyzed site-specific critical business requirements, including identifying deficiencies and / or strong points, as well as developing innovation solutions to boost core sales.

### *Team Training / Development*

- Trained, coached, mentored, and managed a top-performing team of associates, including providing integral information on sales, new business development, and operational policies / processes.
- Conceptualized, developed, and implemented continued professional training programs on techniques and quality-centric products while maintaining high morale and staff satisfaction.
- Optimized the use of labor resources to achieve goals by planning and prioritizing daily scheduling and workflow with an ongoing emphasis on delivering stellar service.

## PROFESSIONAL EXPERIENCE

<b>President</b> MOURAD RESTAURANTS, INC., PORT HURON, MI	1999 – 2019
<b>President</b> MOURAD ENTERPRISES, INC., WASHINGTON TOWNSHIP, MI	1999 – 2018
<b>President</b> MOURAD HOSPITALITY GROUP, INC., SHELBY TOWNSHIP, MI	2008 – 2015
<b>President</b> MOURAD GROUP, INC., STERLING HEIGHTS, MI	2008 – 2015
<b>President</b> TOMMYMO, INC., CLINTON TOWNSHIP, MI	2007 – 2015

## EDUCATION

**Bachelor of Science in Psychology & Political Science**

MICHIGAN STATE UNIVERSITY