

# ROBERT SMITH

## Franchise Manager

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Seeking a Franchise Manager position, an outstanding career opportunity that will offer a rewarding work environment along with a winning team that will fully utilize management skills.

**JUNE 2003 - JUNE 2007**

### FRANCHISE MANAGER - ABC CORPORATION

- Took over the existing franchise and rebuilt it from the ground up.
- Completed the IICRC certification course in Water damage restoration, also attended training on Fire and smoke damage restoration, and completed a certification course in Mold remediation.
- Used Xactimate estimating software and QuickBooks extensively and was the contact person for those areas within the business.
- Worked specifically with those in disaster situations to help them gain a sense of direction after a fire or flood in recovery.
- Traveled to meet prospective customers, in order to provide detailed estimates, while promoting products to make sales.
- Managed the corporate franchise of commercial janitorial service.
- Provided technical advice on the potential impacts of the project on areas such as organization.

**2002 - 2003**

### FRANCHISE MANAGER - DELTA CORPORATION

- Managed, directed, and directly supported day to day operations on behalf of a Boston pizza restaurant with a peak yearly.
- Provided operational back-up and mitigated productivity issues during employee shortages.
- Significantly increased food quality, customer satisfaction, brand reputation, and supply/inventory processes by streamlining produce order.
- Cross-trained and performance managed employees to display flexibility in project management, recognize top talent, and maintain operational cohesion.
- Led corporate initiatives such as "experience the difference" brand initiatives.
- Ranked among the top 25 most achieved managers in the company nationwide.
- Drove the short-term and advanced promotional planning process.

## EDUCATION

Management

## **SKILLS**

Retail Store, Customer Service, Sales Goals.