

HARPER LEWIS

Key Manager

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PROFESSIONAL SUMMARY

Accomplished Key Manager with 7 years of experience in driving operational excellence within food service and retail sectors. Demonstrated ability to enhance team performance, optimize inventory management, and elevate customer satisfaction. Expert in strategizing for sales growth and process efficiency while fostering a collaborative workplace culture.

WORK EXPERIENCE

Key Manager
Quantum Solutions LLC
Apr / 2020-Ongoing
Phoenix, AZ

- 1. Managed inventory of food, equipment, and supplies, ensuring optimal stock levels and minimizing waste.
- 2. Monitored staff performance and service quality, implementing training and disciplinary measures as necessary.
- 3. Conducted regular inspections of work areas to maintain compliance with health and safety standards.
- 4. Delegated tasks and responsibilities to team members based on operational needs and individual strengths.
- 5. Identified and addressed operational challenges, establishing effective solutions to reduce theft and waste.
- 6. Proposed and implemented process improvements, enhancing service quality and workplace safety.
- 7. Provided exceptional customer service in a high-pressure environment, resolving issues promptly.

Key Manager
Cactus Creek Solutions
Apr / 2018-Apr / 2020
Phoenix, AZ

- 1. Trained new employees on company policies and operational procedures to ensure consistency and quality.
- 2. Maintained comprehensive inventory records, analyzing data to inform purchasing decisions.
- 3. Supervised daily operations of a team of 10-14 employees, fostering a positive and productive work environment.
- 4. Coordinated successful charity events, enhancing community relations and showcasing company values.
- 5. Managed financial transactions, ensuring accuracy in cash handling and reporting.

EDUCATION

Bachelor of Science in Business Administration
University of Maryland
Apr / 2016 - Apr / 2018
Denver, CO

Focused on management principles and operational strategies in business.

SKILLS



INTERESTS

- Home Brewing
- Wildlife Conservation
- Running
- Public Speaking

STRENGTHS



LANGUAGES



ACHIEVEMENTS

- Increased sales by 15% through strategic inventory management and targeted promotions.
- Improved customer satisfaction scores by 20% by implementing staff training programs.