



MIA TAYLOR

Senior Operating Partner

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PROFESSIONAL SUMMARY

Accomplished Senior Operating Partner with a decade of experience in optimizing operational strategies and enhancing profitability across diverse hospitality venues. Expertise in team leadership, project management, and customer engagement. Passionate about creating an inclusive work culture that drives performance and delivers exceptional service.

WORK EXPERIENCE

Senior Operating Partner

📅 Feb / 2019-Ongoing

Pineapple Enterprises

📍 Santa Monica, CA

1. Oversaw P&L management for multiple venues, achieving a 15% increase in profitability within two years.
2. Successfully completed corporate training, enhancing operational efficiency across franchise locations.
3. Launched a catered lunch service, increasing corporate client engagement by 30% within the first year.
4. Managed operations of a multi-venue complex, boosting customer satisfaction ratings by 25%.
5. Achieved 100% compliance with health and safety regulations across all venues.
6. Executed event planning for various large-scale functions, enhancing venue utilization by 35%.
7. Directed the successful opening of four new bar and restaurant themes, attracting diverse clientele.

Operating Partner

📅 Feb / 2015-Feb / 2019

Silver Lake Enterprises

📍 Seattle, WA

1. Developed and implemented customer service protocols that improved client feedback scores by 20%.
2. Managed inventory and procurement processes, ensuring cost-effective supply chain operations.
3. Collaborated with the owner to strategize business growth initiatives, resulting in a 15% revenue increase.
4. Oversaw staff training and development programs, enhancing team performance and service quality.

EDUCATION

Bachelor of Science in Hospitality Management

📅 Feb / 2012 - Feb / 2015

University of Hospitality Excellence

📍 Denver, CO

Focused on operational management, customer service excellence, and business strategy.

SKILLS

Data Analysis And Reporting



Financial Management



Business Development



Market Analysis



Performance Metrics



INTERESTS

🎨 Art

🤝 Volunteering

🌲 Hiking

🧘 Yoga

STRENGTHS

🔍 Criticality

☰ Detail-oriented

🤝 Diplomacy

😊 Enthusiasm

LANGUAGES



English



German



Mandarin

ACHIEVEMENTS

- 🌟 Implemented a new staff training program that reduced employee turnover by 20% over two years.
- 🌟 Developed and executed a marketing strategy that increased brand awareness and customer footfall by 40%.