

JENNIFER RUSH

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DISTRICT MANAGER • OPERATIONS MANAGEMENT • HOSPITALITY

CAREER HALLMARKED BY DELIVERING OPTIMAL CUSTOMER SERVICE AND QUICKLY ADAPTING TO NEW BUSINESS ENVIRONMENTS

- ⇒ **Strategic Business Leader with strengths** in providing operational and customer-centric sales leadership. Expertise driving significant gains in revenue growth and bottom-line profitability up to 147%.
- ⇒ **Experience managing multimillion-dollar operations** while ensuring optimal operational efficiency and high customer value. Skilled in building, developing, and retaining high-performing teams.
- ⇒ **Acclimated to working cross-functionally** across multiple business units to deliver against challenging performance metrics. Managed budgets up to \$4.5M and understands all aspects of business operations.

Bachelor of Science Degree in Business Management
Managed Teams of up to 65 Employees Across Cross-Functional Business Units
Strong Managerial Acumen

VALUE-ADDED EXPERTISE

**Operational Leadership | Multimillion-Dollar Budget Management | Staff Management & Development
Team Leadership | Restaurant & Business Operations | Customer Service | Client Satisfaction | P&L Statements
High-Touch Client Interaction | Strategic Planning & Execution | Cost Reduction & Control | Negotiations**

PROFESSIONAL EXPERIENCE

CEDAR'S RESTAURANT | BALTIMORE, MARYLAND

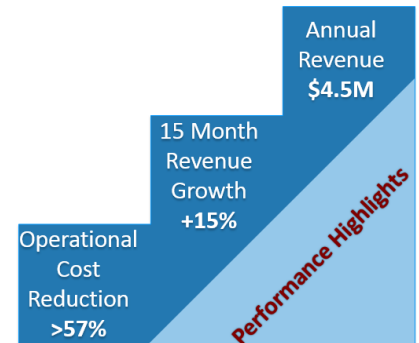
2009 TO PRESENT

Independent, locally owned restaurant serving diverse, affluent clientele.

GENERAL MANAGER (2011 TO PRESENT)

Oversee all aspects of operations for high-volume restaurant providing bar, dining, events, and catering services. Ensure profitability and revenue targets are met through execution of integrated marketing, operational, and food and beverage strategy, aligning all areas of business to drive overall business growth. Manage 65 total employees and Management Team of 8-10 staff members.

- **Consistently exceeded \$4.5M annual sales revenue** targets year-over-year.
- Slashed operational costs through sourcing new and renegotiating with existing vendors; **reduced linen costs by \$48K, a 57% improvement.**
- **Utilized strategic approach to business**, analyzing P&L statements to determine appropriate plans to maximize profits without sacrificing quality.
- **Increase net revenue by 10% in first 12 months and by 15% by month 15** through introduction of training and staffing protocols.
- **Overcame chronic understaffing issues** by adding staff and implementing staffing strategies to fulfill business needs.
- Oversaw and planned Oatka festival, coordinating and building strategic alliances with local restaurants and retailers; **resulted in 110%+ spike in daily business on event day**, significantly enhancing Cedar's brand presence and exposure in community.
- Restructured strategic business program (Private Events) representing 25% of company's total business; **generated 50% boost in first year sales** while maintaining profit margin of 36%.
- Introduced innovative employee development program, providing company-paid English education to non-fluent staff; **resulted in 3 employees gaining promotions and increased employee retention of 18%.**



BEVERAGE DIRECTOR (2009 TO 2011)

Managed bar operations and held accountability for entire beverage department and inventory. Ensured appropriate beer, wine, and spirit inventory levels. Provided operational and sales leadership to 10-person bar staff and delivered training and development as needed to ensure optimal performance.

- **Oversaw \$15K monthly budget and interacted with 20+ vendors;** leveraged strong negotiation abilities to achieve favorable sales terms and pricing.
- **Achieved 22% cost goal for 18 consecutive months,** ensuring appropriate pricing at all times.
- Nominated for **Restaurant Association of Maryland Award** for best beverage program in state.
- **Implemented secret shopper program** to monitor employee performance; utilized program to coach and mentor staff, realizing 29% boost in customer service ratings.
- Created and maintained seasonal cocktail, wine, and beer list, **increasing sales by 14%.**

STAMPEDE RESTAURANT | WASHINGTON, DC

2008 TO 2009

Hospitality driven local restaurant owned by same ownership group as Cedar's Restaurant.

HEAD TRAINER | SHIFT LEADER | SERVER

Provided consistent, high-quality service to customer base in high-volume, fast-paced setting. Interacted with diverse customer demographic and delivered exceptional customer experience, maintaining valued customer relationships with restaurant. Selected to leadership roles based on performance.

- **Trained 10-person staff** on operational and sales procedures, boosting revenue by 12%.
- **Improved overall operational efficiency** by 22% through staff training on point-of-sale system.
- **Enhanced sales acumen of staff,** providing expertise on food and beverage options.
- **Performed end-of-shift** payroll and paperwork functions.

BANK OF AMERICA | WASHINGTON, DC

2007 TO 2008

Diversified financial services company with \$83B+ in annual revenue.

MORTGAGE BANKER

Assisted customers with home financing needs, providing new home purchase or refinance solutions. Gained thorough understanding of clients' financial situation to determine appropriate products. Built strategic partnerships with industry professionals to grow customer base by 38%.

- **Generated \$3.5M in loan originations** in single month, ranking #1 in sales production.
- **Earned promotion to Loan Officer** within 6 months versus typical 12-month timeframe.

EDUCATION

University of Connecticut (UCONN)
Bachelor of Science in Business Management