**GENERAL MANAGER RESUME**

Jonathan Holt

Address

City, State, Zip Code

(xxx)-xxx-xxxx

your@email.com

**Profile Summary**

General Manager with 10+ years of experience driving revenue performance, growth and service excellence for well-established hospitality organizations. Proven expertise in executing robust strategies, managing large budgets, and improving processes that result in reduced costs, higher quality, and greater yield. Instrumental in overseeing multi-venues, controlling costs, and keeping employee turnover rates below industry standards.

**Professional Experience**

**HAKKASAN GROUP, Las Vegas, NV, General Manager, September 20XX–Present**

* Leverage leadership and maintain full oversight of multiple company venues in both US and Mexico
* Spearhead a team of 14 managers, including 2+ assistant managers, 3+ sales managers, and 4 facilities and engineering managers
* Manage a $7M budget while constantly developing and implementing financial and CapEx strategies to achieve top-line revenue and drive cost reductions
* Performed succession planning by introducing hiring criteria, training, and performance evaluation for management positions, increasing productivity by 25%
* Applied effective strategies and led the implementation of improved EBITDA levels across all venues, growing EBITDA revenue by 225% over 2 years

**LIGHT GROUP MANAGEMENT, Las Vegas, NV, General Manager, June 20XX–August 20XX**

* Led a cross-functional team of 6+ managers along with 300+ staff members
* Spearheaded venue operations, including financial analysis of prelims and budgets, catering sales, banquet event services, vendor sourcing, and strategic planning
* Conducted staff trainings at all levels including managers, bartenders, beverage runners, cocktail servers, porters, and stewards, which improved service levels by 15%
* Developed and implemented marketing strategies and concepts that resulted in 35% revenue growth over 3 years
* Reduced food and beverage COGS down by 3 points and 5 points respectively
* Slashed labor costs between 5%-15% according to different venues

**Education**

NORTHEASTERN UNIVERSITY, Boston, MA

Master of Science in Business Administration, May 20XX

Honors: cum laude (GPA: 3.9/4.0)

**Additional Skills**

* Proficient in Microsoft Office (Word, Excel, and PowerPoint), and MS Access
* Bilingual fluent in Spanish and English