




Michael Torres

Station Manager

CONTACT

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EDUCATION

Bachelor of Business Administration (BBA)

University of Texas at San Antonio,
Graduated: May 2014

Certifications

- Certified Retail Fuel Manager** –
National Petroleum Training Institute,
Issued: March 2021
- OSHA Safety Compliance for Fuel
Stations** – *Issued: August 2020*

Tech Proficiency

- Microsoft Excel
- QuickBooks
- BackOffice inventory systems

LANGUAGES

- English (native)
- Spanish (fluent)

PROFESSIONAL SUMMARY

Experienced Gas Station Manager with over 10 years of leadership in fuel service stations. Skilled in operations oversight, inventory control, budgeting, team development, and customer service excellence. Proven track record in improving profitability and enhancing service quality.

EXPERIENCE

Station Manager2019 - Now

Shell Fuel Station, San Antonio, TX

- Manage daily operations for a high-traffic station serving 1,000+ customers/day.
- Supervise a team of 10 staff, oversee hiring, scheduling, and training.
- Increase monthly fuel sales by 18% through loyalty program promotions.
- Reduce shrinkage by 25% by implementing a new inventory tracking system.

Assistant Manager2015 - 2019

Chevron Gas & Go, Houston, TX

- Supported day-to-day operations including shift scheduling and vendor management.
- Developed customer satisfaction procedures that improved online ratings by 30%.
- Managed store merchandising and monthly P&L reporting.

SKILLS

Staff leadership & performance coaching	★★★★★
Fuel & convenience store operations	★★★★★
POS systems (Gilbarco, Verifone)	★★★★★
Inventory management	★★★★★
P&L tracking and cost control	★★★★★
Vendor & supplier negotiations	★★★★★