

Mark Davis

Store Manager

CONTACT

(555) 999-9999

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United States, Relocating to: Boston, MA

EDUCATION

Bachelor's Degree in Business Management

New York University, Graduated: May 2015

Certifications

- Dunkin' Donuts Leadership Training** – Completed: March 2022
- ServSafe Food Safety Manager Certification** – Certified: January 2021

LANGUAGES

- Italian (Fluent)
- Spanish (Conversational)

AWARDS

Top-Performing Store Manager – Dunkin' Northeast Region, 2022

Employee Engagement Award – Recognized for exceptional team leadership and culture, 2019

PROFESSIONAL SUMMARY

Strategic and results-oriented food service manager with progressive experience in leading operations, optimizing team performance, and driving customer satisfaction in fast-paced environments. Proven track record in sales growth, staff development, and cost control. Eager to bring leadership and expertise to a new opportunity in Boston.

EXPERIENCE

Store Manager

2020 - 2025

Dunkin' Donuts, New York, NY

- Oversaw daily operations for a high-volume location with 20+ employees, ensuring exceptional service and productivity.
- Implemented sales initiatives and seasonal promotions, resulting in a 15% revenue increase year-over-year.
- Streamlined inventory and ordering processes to reduce waste and improve stock availability.
- Maintained a clean, safe, and compliant environment through regular health and safety audits.

Assistant Manager

2016 - 2020

Dunkin' Donuts, New York, NY

- Partnered with the store manager to deliver consistent operational excellence across all shifts.
- Reduced labor expenses by 10% through optimized scheduling and workforce planning.
- Ensured policy compliance and food safety standards, earning multiple perfect inspection scores.

SKILLS

Operational leadership and team supervision	★★★★★
Strategic sales planning and customer engagement	★★★★★
Budgeting, payroll, and cost control	★★★★★
Inventory oversight and supply chain coordination	★★★★★
Employee coaching, training, and retention	★★★★★
Compliance with safety and food handling standards	★★★★★