

# Mark Davis

## Store Manager

### CONTACT

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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

