



LARRY COOPER

GENERAL MANAGER

Restaurant manager with an MBA in hospitality management and an extensive pedigree in the restaurant and hospitality industry. Offering a wealth of experience in enforcing quality standards, financial management, and strategic planning. Advanced proficiency in team management, leadership, customer service, and financial budgeting, combined with a deep understanding of health and safety regulations. A Certified Foodservice Management Professional (CFMP) with proven success, from managing a team of over 50 at McDonald's and reducing operating cost by 15%, to increasing sales by 25% at Applebees through effective strategic initiatives.

CONTACT

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-  Minneapolis, MN 12345

KEY SKILLS

- Financial management
- Health and safety regulations
- Quality assurance
- Strategic planning
- Team management

PROFESSIONAL EXPERIENCE

GENERAL MANAGER | MCDONALD'S CORPORATION, NEW YORK, NY | NOVEMBER 2018 - PRESENT

- Successfully managed and led a team of over 50 employees, improving overall employee productivity by 30% through strategic team building and effective communication
- Leveraged advanced budgeting skills to reduce operating costs by 15%, while ensuring the continued high quality of food and service
- Implemented robust customer service protocols, resulting in a 20% increase in customer satisfaction ratings and a significant rise in repeat patronage

Certified Nursing Assistant | South Atlantic Hospital, Boca Raton, FL | June 2018 - July 2020

- Currently oversee the successful operation of 5 regional Applesbees outlets with an annual turnover of \$20 million
- Implemented a strategic planning initiative that increased overall sales by 25% in the first year, through effective operational changes and marketing strategies
- Actively manage customer service operations, reducing escalated complaints by 35% via process enhancement and regular team training sessions

EDUCATION

Master of Business Administration (MBA) with a concentration in Hospitality Management | SUNY ALBANY, Albany, NY | 2015

Bachelor of Science in Hospitality Management | PACE UNIVERSITY, New York, NY | 2013

CERTIFICATIONS

- Certified Foodservice Management Professional (CFMP), National Restaurant Association, 2017
- Certified Professional Food Manager (CPFM), National Registry of Food Safety Professionals, 2016
- ServSafe Food Handler Certification, American National Standards Institute, 2014