



# JOSEPH CORBIN

Assistant general manager with a proven record of supervising department operations, managing staff, and implementing company policies. Hold a Bachelor's degree in Business Administration from the University of California, Berkeley, a Master's in Business Administration from Harvard Business School, and a Bachelor's in Hospitality Management from Cornell University. Demonstrated success in leadership roles at Bain & Company and PricewaterhouseCoopers, with significant achievements in improving efficiency and customer satisfaction.



## KEY SKILLS

- Financial analysis and budgeting
- Operations management
- Policy development
- Strategic business planning
- Team leadership and motivation



## EDUCATION

Bachelor of Business Administration, UNIVERSITY OF CALIFORNIA, Berkeley, Berkeley, CA, May 2015

Master of Business Administration, HARVARD BUSINESS SCHOOL, Boston, MA, June 2017

Bachelor of Science in Hospitality Management, CORNELL UNIVERSITY, Ithaca, NY, May 2016



## PROFESSIONAL EXPERIENCE

### Assistant General Manager

Bain & Company, Boston, MA | June 2017 to present

- Supervised daily operations across multiple departments, increasing overall efficiency by 15%
- Hired, trained, and performance-managed a team of over 50 staff members, leading to a 20% increase in team productivity
- Implemented company policies and procedures, ensuring 100% compliance with all relevant laws and regulations

### Operations Manager

PricewaterhouseCoopers, San Francisco, CA | May 2015 to June 2017

- Led a team of 30 employees, fostering a positive work environment and boosting morale
- Conducted financial analysis and budgeting, resulting in a 10% reduction in unnecessary expenditures
- Improved customer service protocols, leading to a 25% increase in customer satisfaction ratings



## CERTIFICATIONS

- Certified Food and Beverage Executive (CFBE), American Hotel & Lodging Educational Institute
- Certified Hotel Administrator (CHA), American Hotel & Lodging Educational Institute
- Certified Manager (CM), Institute of Certified Professional Managers