



JORDAN SMITH

Starbucks District Manager

CONTACT



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LinkedIn.com/in/jordansmith

KEY SKILLS

- Operations management
- Talent development
- Team leadership
- Sales strategy
- Customer engagement

EDUCATION

Bachelor of Business Administration
(B.B.A.)
University of Washington, Seattle, WA
2014

ABOUT ME

A district manager with 10 years of experience overseeing daily operations for high-volume Starbucks locations. A proven track record of spearheading initiatives to drive sales growth and elevate customer satisfaction scores. Adept at building collaborative and inclusive team cultures to enhance store performance.

PROFESSIONAL EXPERIENCE

District Manager | May 2019 – Present

Starbucks, Seattle, WA

- Manage operations for 16 stores in the Seattle region and increase regional revenue by \$3.9 million over five years
- Implement district-wide training programs to develop store managers, shift managers, and baristas, improving employee retention rates by 23%
- Coordinate with marketing teams to execute targeted promotional campaigns, contributing to a 12% increase in customer traffic for underperforming locations

Store Manager, | June 2014 – May 2019

Starbucks, Bellevue, WA

- Oversaw operations for a high-volume store generating \$1.2 million in annual revenue, managed a 12-person team, and exceeded monthly sales targets by 8% to 11%
- Recruited, trained, and mentored over 25 employees, ensured alignment with Starbucks' service standards, and maintained an 89% customer satisfaction rating
- Reduced inventory shrinkage by 17% by improving ordering practices and conducting team workshops to minimize waste

CERTIFICATIONS

- Certified Food Protection Manager, ServSafe | April 2016
- Leadership Training Program, Starbucks Corporate | September 2015