

Doug Timmerman

Cedar Rapids, IA 52411

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SUMMARY OF QUALIFICATIONS

Director of Operations with 15+ years of experience in employee management and driving sales for multiple-units. An assertive and enthusiastic professional focused on key business priorities with attention to detail based on business needs. Recognized as visionary and creative thinker adept at meeting and exceeding sales goals, controlling expenses, and improving metrics for the company through effective leadership, training, coaching, and management expertise. Unsurpassed work ethics with the relentless ability to identify talent, develop the team, and remove obstacles to get the job done. Respected Manager, committed to achieving results by setting the agenda, aligning teams, setting accountabilities, and achieving execution.

Areas of Expertise:

- Management Training
- Account Development
- Strategic Planning
- Retail Management
- Business/Revenue Growth
- Inventory Control
- Team Building
- Team Leadership
- Sales Management
- Quality Improvements
- Vendor Relations
- Cost Controls

PROFESSIONAL EXPERIENCE

HuHot Grille

Cedar Rapids, IA

Operations Director

2011 – Present

- Responsible for developing a pipeline of people by effectively implementing new worker training systems.
- Oversee global store operations and management, including implementing store operating guidelines, recruiting and training store personnel, monitoring store network, and reporting results.
- Supervise the district's new store openings and maintain high standards with cleanliness/organization.
- Hire, build, and train for high-performance stores. Provide strong organizational leadership and active participation in operations and business development that result in significant success in increasing sales.
- Consistently ensure Store Managers' compliance with established company policies and standards, such as appropriate personnel practices, security measures, sales growth, and record-keeping procedures.
- **Awarded #3 on 2014 Fast and Furious list for Casual Fast Food** – Nick traded in his retail career last year for an opportunity to be the director of operations for HuHot after many years of leading growth and development at Panda Express, managing up to 75 restaurants with sales exceeding \$80MM.

Home Goods

Indianapolis, IN

District Manager / Store Manager

2008 – 2011

- Complied weekly, monthly, and quarterly reports, tracking sales trends for shifts and product categories.
- Communicated with employees to coordinate overall sales effort following aggressive store goals.
- Coordinated sales, merchandising, customer service, and management activities for this retail store.

Panda Express

Atlanta, GA

Operations Director

2007 – 2008

- Opened 75+ new restaurants, demonstrating excellence in management. Operated 65 restaurants in Southeast territory with 55 restaurants in GA, AL, MS, and FL. Grew sales to over \$80MM in revenue.
- Managed 6-8 area managers who were direct reports; led budget process for the entire business market.

Area Manager

2004 – 2007

- Demonstrated ability in operating a total of 8-15 restaurants located in Atlanta, DC, and Tallahassee.
- Worked with marketing, training, culture department to ensure great operations and financial results.
- Recognized as a team player and creative thinker who worked well independently by demonstrating energy, pride, organization, and a dedication to quality as well as a passion for employee development.

EDUCATION

University of Georgia

Athens, GA