Kazi

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Objective

To obtain a Area Manager position with a company where I develop and grow as well as utilize my previous and current experience as a successful General Manager for a fortune 300 company in a fast-paced, quality focused sales environment to: develop people, strengthen teams, streamline processes, and overall improve the bottom line.

Experience

**Area Manager: 2014-present**

Darden Inc.

**General Manager**

▪2009 – 2014

Olive Garden, Oklahoma City, OK

* Only the 2nd General Manager in entire Olive Garden brand to pioneer the opening of a brand delivery restaurant in Stillwater, OK.
* Top 10% in the entire company for best service and best guest satisfaction result in all 4 locations as GM.
* Chosen to attend the Culinary Institute in Tuscany two times over four year period.
* Continuously developed Restaurant employees in both Front and Back of House in order to maximize their potential, exceed Guest satisfaction, and minimized turn over.
* Improved current location sales growth year over year by an average of 7%.
* Current location was ranked in the top 10% in Diamond Club ranking for FY16
* Year to Year grew 49.2% on wine offer.
* Previously managed location (Meridian, MS) ranked the safest and cleanest restaurant in the City of Meridian and was selected to serve as the Training Restaurant for the Department of Health in Mississippi and was ranked in top 20% for FY12 in Diamond club ranking.
* Reviewed P&L Statements, Hired and promoted employees to professional and management positions.
* Controlled both labor and food cost on yearly basis and beat company goal on all locations.
* Helped region D3’s servers over 80% score in ziosk from a 43% to 60% during Q4 of FY16.
* Current location’s P1 score was improved from 86 to 104 during Q4 of FY16.
* Current location turn over percentage was reduced from a 168% to 88% between FY14 and FY16. Took over the restaurant in October 2013.
* Helped grow 8 managers who were my direct report at some point during my tenure as General Managers at different locations

**General Manager**

* **▪**2006- 2008

Bennigan’s Grill & Tavern▪ Please insert location

* Ensured lowest employee turn-over in the company from 2007-2008.
* Oversaw day to day operations and business.
* Improved morale and developed employees, even as the company faced bankruptcy.
* Achieved significant sales growth year over year, as much as 9% as company was closing down restaurants after restaurants.
* Built and maintained bar business and controlled costs.

**Assistant General Manager**

* **▪**2004- 2006

Taco Bell, Yum Brands, Inc.▪ Please insert location

* Assisted the General Manager with day to day operations and employee management.
* Responsible for controlling food waste and developing team members.
* Mastered P&L analysis and cost control.
* Cultivated a clean and team oriented environment.
* Ensured 100% Guest satisfaction by motivating team mates and leading by example.
* Was ranked #1 in whole nation with the best drive through time and guest satisfaction.
* Restaurant saw consecutive sales growth in 2005 and 2006 and was nationally ranked as the 3rd best restaurant in the entire nation.

Skills

* P&L Analysis and Review
* Cost Control
* Labor Hours Management
* Employee Development
* Leadership
* Communication
* Microsoft Office Suite
* Inventory and Supply Management
* Sales Growth Strategy
* Customer Relations
* Local marketing
* First hand work experience with Local and Hispanic chamber
* Guest Satisfaction

Education

Oklahoma State University

2004▪Bachelor of Science, Electrical and Computer Engineering

References

Available upon request