





# RILEY BURTON

## General Manager

### CONTACT

rileyburton@gmail.com   
(123) 456-7890   
Houston, TX   
[LinkedIn](#) 

### CAREER OBJECTIVE

Skilled entrepreneur with 7+ years of experience owning and operating a successful business averaging \$450K net profit annually. My versatile skills and expertise in employee management, marketing, and operational costs make me a valuable asset as a general manager for a restaurant like Marche to increase profit while strengthening both diner and employee experience.

### EDUCATION

High school diploma  
Clear Lake High School  
1997 - 2001  
Houston, TX

### SKILLS

Problem Solving  
Leadership  
Operations  
Record Keeping  
Organization

### WORK EXPERIENCE

#### Business Owner

##### Regal Deli

2013 - current / Houston, TX

- Founded Regal Deli, hiring and training 15+ employees to run day-to-day restaurant operations
- Projected earnings, balanced budgets, and maintained a profitable business for all 7+ years of operation
- Established contracts with 10+ vendors, securing wholesale produce and equipment 20-60% below market value
- Crafted and launched a successful website and online ordering system, boosting online site visitation and to-go sales by 200% during the the COVID-19 pandemic
- Enacted staff scheduler app, preventing over or under scheduling

#### Supervisor

##### Dunkin Donuts

2007 - 2013 / Houston, TX

- Oversaw 18 employees at location serving 500+ customers daily
- Conducted monthly employee performance evaluations that improved customer reviews by 30%
- Executed routine paperwork, including accounts payable, determining sales targets for employees, and analyzing performance 2-4 times a year
- Crafted labor delegation system, assigning tasks equitably and increasing staff retention by 45%
- Greeted 100+ customers per shift, engaging them to determine areas where improvements could be made to better serve them

#### Cashier

##### Shop & Save

2004 - 2007 / Houston, TX

- Recognized as Employee of the Year in 2006 for receiving 98% positive co-worker and customer reviews
- Managed check-out aisle items, changing items based on trends and current events and increasing check-out item purchase rates by 15%
- Collaborated with 5+ cashiers, assisting teammates in peak hours to ensure customers never waited over 5 minutes during checkout
- Aided customers at checkout, answering any questions and signing up customers to the Employee Loyalty Rewards Plan