

# Nick Johnson

Operations Manager

## Contact

### Address

Los Angeles, CA, 92128

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## Skills

Management Training

Business/Revenue Growth

Sales Management

Account Development

Inventory Control

Quality Improvements

Strategic Planning

Team Building

Vendor Relations

## Summary

Versatile Director of Operations with 10+ years of experience in employee management and driving sales for multiple-units. An assertive and enthusiastic professional who is focused to work effectively with attention to key priorities 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 ethic with the relentless ability to identify talent, develop the team, and remove obstacles to get the job done. As a well-respected manager, committed to achieving results by setting the agenda, aligning teams, setting accountabilities, achieving execution, and providing feedback.

## Work History

### Operations Director

*Tex-Mex Grille, Los Angeles, CA*

January 2015 – Present

- Responsible for developing a pipeline of people by effectively implementing new worker training systems.
- Oversee global store operations and management, which include: 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 a 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 compliance of Store Managers with established company policies and standards, such as: appropriate personnel practices, security, 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 Tex-Mex after many years of leading growth and development at Cracker Barrel, managing up to 75 restaurants with sales exceeding \$80MM.

### Operations Director

*Cracker Barrel, Atlanta, GA*

January 2007 – January 2015

- 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 rapidly to over \$80MM in revenue.
- Managed 6-8 area managers who were direct reports; led budget process for the entire business market.

## Education

*University of Georgia – Hospitality and Restaurant Management*