

## PRIVATE COUNTRY CLUB GENERAL MANAGER

### QUALIFICATIONS PROFILE

Seasoned, proactive, and versatile professional, offering more than 16 years of experience in strategic planning, business development, and operations management. Possess analytical and sound decision-making skills in determining business risks, providing solutions, and implementing corrective action plans in high-volume settings. Demonstrate award-winning career in accelerating sales and revenue while optimizing market share. Recognized as motivator and relationship-builder, with strong organization skills, great work ethic, and commitment to excellence.

### CORE COMPETENCIES

Profit and Revenue Generation | Organizational Growth | Business Development | Budget Management  
Program Coordination | Member Satisfaction | Process Optimization | Strategic Planning | Conflict Resolution

### PROFESSIONAL EXPERIENCE

#### EFGH COUNTRY CLUB, MEDINA, OH

##### General Manager, Private Country Club

2017–Present

- Manage all financials of the \$2.6M/16,000 round facility
- Execute golf course audits on a daily basis, ensuring exceptional playing conditions for members

##### **Key Accomplishments:**

- ✓ Boosted revenue by 5% in 2017 then subsequently increased by 4% in 2018
- ✓ Launched a 10-round Guest Round Certificates for members to obtain referrals, marketing 160 books in 60 days, which is equivalent to \$72K in additional revenue
- ✓ Accumulated total earnings of \$115,500 for selling 250 Guest Round Certificates in a 6-week timeframe in 2019
- ✓ Trimmed down member attrition to 5.2% in 2018, operating expenses by 10% in 2019, and additional expense reduction of 10% in 2020
- ✓ Demonstrated unparalleled performance in achieving and/or surpassing goals as evident in the acceptance of a 95% member satisfaction rating

#### ABC GOLF CORPORATION, GROVE CITY, OH

##### General Manager, Private Country Club

2010–2017

- Administered overall finances of the \$1.65M/14,500 rounds private facility
- Handled weekly payroll for the entire staff comprised of 66 crews and 6 department heads

##### **Key Accomplishments:**

- ✓ Recruited 62 new members that generated 8% increase in revenue, exceeding projected goals in 2016
- ✓ Decreased payroll by 11% and other expenses by 7% in 2016, without compromising member service quality
- ✓ Played a pivotal role in elevating net operating income by 15%
- ✓ Successfully maximized overall sales from \$264K to \$308K through expert oversight and analysis of direct competitors' pricing, strategies, and programs
- ✓ Created and implemented the Member Retention Program, resulting in 15% reduction in membership attrition while achieving 90% member satisfaction in the 2016 member survey
- ✓ Consistently conducted weekly kitchen inspection log that surpassed established health standards and earned a score of 97% in 2015

### EARLIER CAREER

#### STUV RESTAURANT AND GOLF COURSE INC., ADAMS, NY

##### Owner | Club Manager

### EDUCATION

#### Bachelor of Arts in Psychology

RST University, Rochester, NY

### TECHNICAL SKILLS

KRONOS Payroll System | JD Edwards Accounting | Everest | SAGE Sales | Digital Dining | Pro Shop  
IBS POS | Great Plains Accounting | EZLinks Tee Times | Web-Clock Payroll