

SHAWN M. ZELCH

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INVENTORY MANAGEMENT | TEAM LEADERSHIP | CUSTOMER SERVICE

Extensive experience in management and client-facing roles, delivering the highest quality of work.

Improve sales and customer satisfaction by evaluating products, maintaining stock, and providing recommendations.

Strong leader, mature hands-on process style for supportive work environments and team motivation.

Areas of expertise include:

Customer Focus | Operations Oversight | People / Project Management | Policy / SOP Development | Cost Savings
Budgeting | Vendor / Distributor Relations | Relationship Building | Strategic Planning | Entrepreneurial Mindset
Human Resources—Interviewing, Hiring, Training, Payroll | POS Systems | Microsoft Office (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE

Inventory Coordinator | TRULIEVE, Orlando, FL June 2019 – Present
Maintain location's inventory, assessing levels, completing daily counts, and updating register sheet. Coordinate returns and exchanges within company policy.

- Receive and process purchase orders (POs).
- Created redesigned computer/inventory room renderings, using Google SketchUp, to improve product accessibility and workflow efficiency and presented to senior managers.

General Manager / Co-Owner | 4 CORNERS TAVERN, Champions Gate, FL July 2017 – March 2019
Oversaw strategic direction and project management of developing \$1.1 million restaurant/bar concept from dark-shell space to full operation within 8 months. Achieved \$1.75 million in sales in first year.

- Interviewed, hired, and trained 35 employees across all FOH/BOH roles.
 - Managed and processed \$12,000 weekly employee payroll, using ADP RUN.
- Applied for and attained all federal, state, and local business licenses, permit, and utilities.
- Collaborated with commercial space ownership to ensure concept met needs.
- Established and maintained relationships with local food, beer, wine, and liquor vendors/distributors.
 - Utilized volume discounts on frequently ordered products, distributor sales/specials, and multiple food distributors to save costs and preserve appropriate stock levels.
- Set policies and processes to streamline workflows and created employee handbook.
- Conducted daily, weekly, and monthly audits of \$50,000+ monthly food, beverage, and product inventory.
- Created and distributed coupon mailers and networked with local businesses/vacation rental agencies to hand out promotional materials—magnets, pens, menus—to clients.
- Contracted with IT vendor to build website and social media accounts—Facebook, Twitter, Instagram.
- Monitored employees' shift times and tips through ALOHA POS reports.

Bartender / Shift Leader / Trainer | CELEBRATION TOWN TAVERN, Celebration, FL March 2005 – July 2017
Supported and conducted all activities of bar/FOH for high-volume restaurant with \$5 million in annual sales.

- Led group, one-on-one, and shadow trainings for new staff on policies, procedures, and protocols with a focus on providing exceptional customer service and maintaining restaurant's standards.
- Collaborated with ownership to develop specialty cocktails, improve happy hour, and expand into new beer/liquor product lines to enhance product offerings and customer satisfaction.
- Generated nightly POS sales reports, processed credit card transactions, and balanced daily financial records.
- Assisted in party/event planning for groups up to 250 people, farming and cultivating new leads, serving as liaison during planning, designing menus, and controlling budgets for entertainment/decorations.

EDUCATION | CREDENTIALS

UNIVERSITY OF CENTRAL FLORIDA, Orlando, FL

Bachelor of Science in Business Administration with a major in Finance, 2015

VALENCIA COLLEGE, Orlando, FL

Associate of Science in Plant Science and Agricultural Technology, 2020

Associate of Science in Nursing, 2012