

John W. Cousins

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SUMMARY

General Manager with extensive business management and leadership experience within the restaurant industry. Driven to obtain a career opportunity in an organization where I can apply my diversified background, knowledge, and skills.

- Passionate about developing positive customer, employee, and vendor relationships
- Extensive experience with restaurant financial processes, POS system control, vendor and inventory management, event planning, marketing/social media, and remodeling projects
- Management of 40+ team members with overall responsibility for hiring, training, scheduling, motivating, and mentoring
- Strong communication and sales abilities
- Ability to develop, implement, and lead successful work and project plans
- Proven ability to focus on multiple tasks while managing time, employees, and projects
- Proficient in Microsoft Word, Excel, PowerPoint, and various POS systems

PROFESSIONAL EXPERIENCE

LaCima Restaurants LLC, Atlanta, GA, 2018-Present

Restaurant Manager (Twin Peaks, Augusta and Atlanta GA, Winston Salem NC)

- Supervise, hire, train, and schedule all restaurant staff
- Maintained ECOsure compliance daily
- Maintained Cost & budget of 5 mil. in sales yearly
- Ensured daily operations moved steadily, including private and special events
- Maintained a staff of up to 50 and operations including managing up to 2 million in alcohol sales as well as running day to day operations for up to \$40,000 in daily sales
- Hosted Bud Light Super Bowl HQ in Atlanta for Superbowl LIII which included Barstool Sports, EXPN and Fox Sports live broadcasts

Bottle Cap Management Company, Charlotte, NC, 2017-2018

Restaurant Manager (Ink N Ivy, Greenville, SC)

- Supervise, hire, train, and schedule FOH employees and BOH support staff
- Conducted complete review of all FOH training materials and generated a new server training handbook and training schedule
- Managed P&L through labor and cost monitoring
- Ensured daily operations moved steadily, including private and special events to include hosting the Jameson Bartender's Ball in 2017
- Maintained a staff of up to 40 and operations of a four story, high end, high-volume concept while maintaining sales of up to \$35,000 a day

Simple Service Solutions, South Carolina 2014-2018

Owner / Principle Consultant

- Provided knowledge and hands on services to assist with restaurant process improvements aimed at increasing sales and reducing costs
- Conducted review of current processes, identified areas for improvement, developed plan for implementation
- Developed and executed projects to open up and update the interior restaurant space through remodeling and other projects; responsible for project planning, budgeting, and implementation
- Completed review of current beer, wine and liquor offerings; implemented changes in inventory to increase sales and reduce costs
- Recruiting, hiring, and training of kitchen staff and servers
- Developed and implemented quality control systems to ensure daily tasks were completed in order to maintain operational quality standards
- Interacted with customers in the bar and dining room by making table visits a priority throughout each shift
- Assisted with event planning and coordination

Noisy Oyster Seafood Restaurant, Charleston, SC, 2013- 2014

Multi-Unit Restaurant Manager

Accomplishments: Instrumental in achieving a 15% increase in sales over previous year in 2014

- Managed the day-to-day operations of two restaurants, including accounts payable, people management, hiring, scheduling, marketing, community events, cash control, and payroll
- Provided training for all new staff in both locations to ensure high levels of individual performance
- Managed a daily staff of 10-35 while maintaining sales of up to \$30,000 per day
- Controlled food and labor costs, while continuously working to minimizing waste and overtime
- Interacted with customers to resolve complaints and ensure customer satisfaction

US Army / Reserves, 2008-2018

Combat Engineer/Team Leader

- Responsible for counter insurgency operations, including route clearance and counter IED ops
- Team Leader during Operation Enduring Freedom from 2010-2011; oversaw all aspects of people management, including commanding a team of eight in combat
- Maintained over \$1,000,000 worth of equipment, vehicles, and weaponry
- Scheduled daily duties for up to 40 people and directed advanced combat operations, security details, counter mobility operations, and joint task force support operations

EDUCATION, TRAINING AND CERTIFICATIONS

- Central Carolina Technical College (Chemistry)
- Trident Tech School of Culinary Arts, Charleston, SC
- US Army Combat Engineer School, Fort Leonard Wood
- Army Combat Life Saver Certified
- Army Risk Management Instructor
- Servsafe Manager Certified
- Servsafe Alcohol Certified in NC, SC, and GA