

David Zander

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RETAIL OPERATIONS, PRODUCTION AND LOGISTICS PROFESSIONAL

Thirty-year management career directing cost-effective, efficient and high-quality operations professional with experience in public and private industry. Strong strategic planning, analysis, process and action planning skills. Keen problem-solving, decision-making and negotiating performance. Subject Matter Expert in team building, team leadership and organizational improvement.

CAREER HIGHLIGHTS AND ACHIEVEMENTS

Operations Management & Leadership

- Managed for the planning, budgeting, of various retail locations that had multi-million dollar operating budgets.
- Drove profitability with direct accountability for P&L and EBITDA in which EBITDA exceeded 14+% in successive years at various companies.
- Responsible for oversight and management of store operations equating to \$2.3 million dollars at Party City, and \$10.0M in annual sales at Winn Dixie.
- Created an environment that reduced shrinkage, and backroom inventories attaining <5% for 2.5 years and 8 consecutive inventory cycles. Lowest level in the district giving the location the best overall performance. Solely responsible for audit and customer service scores directly affecting the areas of supervision.
- Achieved 4-star accreditation on the transient side of services and a 5-star accreditation on the permanent party side of services.

Logistics Planning & Management

- Directed oversight and management of various establishments allowing stores to achieve maximum results through correct utilization of existing labor. Hiring qualified staff to ensure customer service standards and sales goals are met or exceeded; and empowering subordinates to provide outstanding customer service to our customers.
- Directed the construction and stocking 7 new Party City locations.
- Helped oversee a \$5 million-dollar renovation project while operating that location business as usual.
- Managed a multi-million dollar budget for the operation and management of nine facilities that would lodge over 600 people at any given time with my staff of over 30 employees.
- Served as a principal advisor to military leaderships on all matters pertaining to the operation in regards to include subsistence, sanitation, equipment, and personnel matters for 15 nuclear powered submarines.
- Oversaw a 33% reduction in reporting errors from 15 separate nuclear powered submarined through design and implementing a dynamic training program.

PROFESSIONAL EXPERIENCE

Strayer University (2016-2017)

Full-Time Student

Learning the processes of:

- Planning, directing, or coordinating the operations of public or private sector organizations.
- Formulating policies, managing daily operations, and planning the use of materials and human resources.

Party City (2012-2016)

Rite Aid (2011-2012)

Winn Dixie (2008-2011)

General Manager

- Reviewed financial statements, sales or activity reports, or other performance data to measure productivity or goal achievement or to identify areas needing cost reduction or program improvement.
- Oversaw activities of businesses or departments concerned with the production, pricing, sales, or distribution of products.
- Directed administrative activities directly related to making products or providing services.
- Prepared staff work schedules and assign specific duties.

- Monitored suppliers to ensure that they efficiently and effectively provide needed goods or services within budgetary limits.
- Coordinated financial or budget activities to fund operations, maximize investments, or increase efficiency.
- Establish or implement departmental policies, goals, objectives, or procedures in conjunction with board members, organization officials, or staff members.
- Performed personnel functions such as selection, training, or evaluation.
- Planned activities such as sales promotions that require coordination with other department managers.
- Managed the movement of goods into and out of production facilities to ensure efficiency, effectiveness, or sustainability of operations.
- Performed sales floor work, such as greeting or assisting customers, stocking shelves, or taking inventory.
- Developed or implement product-marketing strategies, including advertising campaigns or sales promotions.
- Oversaw the remodeling of facilities.
- Planned store layouts or design displays.

United States Navy (1984 to 2008)

Food Service & Hospitality Manager

- Monitored compliance with health and fire regulations regarding food preparation and serving, and building maintenance in lodging and dining facilities.
- Managed food preparation methods, portion sizes, and garnishing and presentation of food to ensure that food is prepared and presented in an acceptable manner.
- Investigated and resolved complaints regarding food quality, service, or accommodations.
- Coordinated assignments of personnel to ensure economical use of food and timely preparation.
- Scheduled and receive food and beverage deliveries, checking delivery contents to verify product quality and quantity.
- Reviewed financial transactions to ensure that expenditures were authorized and budgeted for.
- Scheduled staff hours and assigned duties.
- Established standards for personnel performance and customer service.
- Performed food preparation or service tasks, such as cooking, clearing tables, and serving food and drinks.
- Planned menus and food utilization, based on anticipated number of guests, nutritional value, palatability, popularity, and costs.
- Kept records required by government agencies regarding sanitation or food subsidies.
- Organized and directed worker training programs, resolve personnel problems, hire new staff, and evaluate employee performance in dining and lodging facilities.
- Ordered and purchased equipment and supplies.
- Reviewed work procedures and operational problems to determine ways to improve service, performance, or safety.
- Arranged for equipment maintenance and repairs, and coordinated a variety of services, such as waste removal and pest control.
- Recorded the number, type, and cost of items to determine which items may be unpopular or less profitable.
- Reviewed menus and analyze recipes to determine labor and overhead costs, and assign prices to menu items.

EDUCATION

Strayer University

- **MBA - Management**- 2017
- **BA - Business Administration (Management)** - 2015

Coastline Community College

- **AA – Food Service Management/Business Administration** - 1996

CERTIFICATIONS

- *Equal Employment Opportunity Officer - EEO (Navy)*
- *Master Certified Food Executive – MCFE (IFSEA)*
- *Hazard Analysis and Critical Control Point (HACCP) Manager (NSF)*
- *Certified Professional Food Manager – CPFM (IFSEA)*

