

# Jack Murphy

## Restaurant General Manager

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Restaurant General Manager with an MBA in Hospitality Management and over eight years' experience at McDonald's and Applebee's. Expert in strategic planning, quality assurance, and team leadership—achieving double-digit sales growth and significant cost reductions.

## Professional Experience

General Manager | McDonald's Corporation | New York, NY  
November 2018 – Present

- Led a team of 50+, improving productivity by 30% through targeted training
- Reduced operating costs by 15% while maintaining high food-quality standards
- Increased customer satisfaction by 20% via enhanced service protocols

Senior Restaurant Manager | Applebee's | Albany, NY  
April 2016 – September 2018

- Managed five regional outlets with \$20M in annual turnover
- Implemented strategic initiatives that lifted sales by 25% in the first year
- Cut customer complaints by 35% through process improvements and ongoing staff development

## Education

Master of Business Administration in Hospitality Management | SUNY Albany | Albany, NY  
June 2015

Bachelor of Science in Hospitality Management | Pace University | New York, NY  
June 2013