

Mark Gonzales

Restaurant Assistant Manager

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Restaurant Operations Manager with seven years of experience optimizing back-of-house and front-of-house processes. Expertise in KPI dashboards, cost controls, and cross-unit coordination.

Professional Experience

Operations Manager, FreshFork Hospitality, City, ST
April 2018 – Present

- Oversee operations for three brands, standardizing menus and reducing food-cost variance by 8%
- Developed Tableau KPI dashboards, improving decision-making speed by 30%
- Coordinate supply-chain logistics, decreasing stock-out events by 50%

Regional Trainer, Urban Eats Group, City, ST
January 2015 – March 2018

- Delivered operational best-practice training across 10 locations
- Authored operational manuals adopted company-wide

Education

Metro Business School, City, ST
M.B.A. with concentration in Operations
May 2015