

PT

Pamela Turner

Business Manager

Business manager with 8+ years running daily operations for multi-site service and retail companies. Owns P&L, vendor contracts, and staff scheduling for teams of 20-60. Known for turning messy spreadsheets into forecasts the owner can actually read.



Raleigh, NC 12345



(919) 555-0142



marisol.trevino@example.com

KEY SKILLS

- P&L management
- Budgeting and forecasting
- Vendor and contract negotiation
- QuickBooks Online
- Excel (pivot tables, XLOOKUP)
- Multi-site staffing
- AR/AP oversight
- Lender and audit reporting

PROFESSIONAL EXPERIENCE

BUSINESS MANAGER | HOLLOWAY & REEVE PROPERTY SERVICES, RALEIGH, NC

2021 – PRESENT

- Run P&L for three branches generating \$7.4M in combined annual revenue; cut overhead by 11% in first 18 months by renegotiating janitorial and uniform contracts.
- Oversee 42 staff across operations, billing, and dispatch; reduced turnover from a third of the team each year to under 14%.
- Built a weekly cash flow model in Excel that replaced a \$9K/year accounting add-on the owner had been paying for.
- Lead vendor selection and contract review for IT, insurance, and fleet; saved roughly \$60K on the last commercial auto renewal.
- Sit in on quarterly bank reviews and present margin trends, AR aging, and capex requests to the lender.

OPERATIONS MANAGER | CALDER OUTDOOR CO., ASHEVILLE, NC

2017 – 2021

- Managed two retail locations plus an e-commerce warehouse, around \$4M combined annual sales.
- Rebuilt the inventory count process after a 2018 audit found a 7% shrinkage rate; brought it under 2% within a year.
- Hired and trained four assistant managers; two were promoted into store manager roles.
- Set the seasonal staffing plan and PTO calendar so labor stayed inside 22% of net sales during peak.

EDUCATION

- B.S. in Business Administration, NC State University, 2015