

TIMOTHY NGUYEN

General Manager

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PROFILE

General Manager with 9 years running multi-unit retail and hospitality operations. Built two underperforming locations into top-quartile revenue producers within 18 months. Owns the P&L, hiring, and labor planning end-to-end.

KEY SKILLS

- P&L ownership
- Labor scheduling & forecasting
- Vendor negotiation
- Hiring & onboarding
- Inventory control
- KPI dashboards (Toast, Lightspeed)
- Health & safety compliance
- Team coaching
- Conflict resolution
- Loss prevention

PROFESSIONAL EXPERIENCE

General Manager

Birchwood Hospitality Group, Raleigh, NC | 2021 to Present | 2021 - Present

- Own full P&L for a \$7.4M flagship location with 62 staff across two shifts; closed 2023 at 11.3% EBITDA, up from 4.1% at hire.
- Rebuilt the front-of-house hiring funnel after a turnover spike; cut 90-day attrition to roughly one in five hires.
- Renegotiated three vendor contracts (produce, linen, POS support) for a low-six-figure annual savings.
- Coach 4 shift managers through weekly 1:1s and a 6-month leadership track; two promoted to AGM roles in 2023.

Assistant General Manager

Coastline Provisions Co., Wilmington, NC | 2018 to 2021 | 2018 - 2021

- Ran day-to-day operations across two retail outlets generating a combined \$4.8M annually.
- Built the first written closing-checklist and cash-handling SOP; audit variances dropped to near zero within a quarter.
- Led a 9-person team through a major POS migration with no unplanned downtime during launch week.
- Partnered with marketing on a loyalty pilot that grew repeat-visit frequency by about a third.

Operations Supervisor

Coastline Provisions Co., Wilmington, NC | 2015 to 2018 | 2015 - 2018

- Supervised 18 hourly associates across receiving, floor, and checkout zones.
- Owned weekly schedule for a 24/7 store; held labor cost within 14% of net sales each period.
- Trained new hires on safety and POS; cut onboarding ramp from roughly 4 weeks to 2.

EDUCATION

B.S., Business Administration, East Carolina University, 2015

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ServSafe Manager Certification, 2022

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