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| Samantha R. Thomas  Qualification Summary | [samreneet@gmail.com](mailto:samreneet@gmail.com) • (951) 237- 0271  [LinkedIn](http://www.linkedin.com/in/samanthareneethomas) • Corona, CA 92879 |

Results-oriented and dynamic professional with comprehensive experience in leading end-to-end management of multiple corporate functions with key focus on achieving organizational goals. Proven track record in overseeing administrative processes, implementing innovative strategies, sourcing growth opportunities, and optimizing company productivity through effective teamwork. Excel at monitoring recruitment tasks, personnel development, and retention approaches in compliance with company rules/regulations. Proficient in resolving complex issues, delivering practical solutions, and improving staff engagement to ensure smooth flow of operations. Equipped with excellent interpersonal skills with ability to establish strong relationships across all levels of organization.

**Areas of Expertise**

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| * Customer Service & Retention * Administrative Support * Conflict Resolution | * Hiring, Recruitment, & Training * Performance Evaluation * Regulatory Compliance | * Strategic Planning & Execution * Cross-functional Collaboration * Employee Engagement |

**Professional Experience**

**Marco’s Pizza, Riverside/San Bernardino Counties, CA 2022 – Present**

**Area Supervisor**

Manage overall workflows, including maintaining equipment and streamlining local store marketing functions for all departments. Engage and communicate with HR team and vendors to discuss key business matters.

* Ensure successful and on-time attainment of several key tasks, while administering daily operations for five locations.
* Maintains $5.5 million in sales by creating and implementing robust strategic plans.

**Marco’s Pizza, Menifee/Murrieta, CA 2020 – 2022**

**General Manager**

Oversaw all tasks regarding staff hiring/retention and organizing training sessions for team to improve service standards. Maintained sales/inventory levels and identified emerging market trends to optimize business growth.

* Enhanced departmental profits by efficiently leading company worth $1.5M with staff comprising of 20 members.
* Delivered excellent customer service by addressing queries and resolving complex issues on priority basis.

**Marco’s Pizza, Corona, CA 2018 – 2020**

**Co-Manager**

Collaborated with staff to determine customer needs, address guest concerns, and resolve food/service issues. Oversaw several key tasks, including opening/closing of store, executing cash transactions, receiving orders, and processing payments in accurate manner.

* Promoted to position of co-manager of restaurant by demonstrating strong work ethic and excellent performance.
* Improved overall team performance, while directing, guiding, and training group comprising of up to 15 members.

**Additional Experience**

**Assistant Manager,** Klatch Coffee, Rancho Cucamonga, CA (2020)

**Grill Cook,** Wanda’s, Riverside, CA (2016 – 2018)

**Inside Employee,** Marco’s Pizza, Corona, CA (2013 – 2016)

**Education**

**M.S. in Organizational Leadership**

University of Redlands, Redlands, CA

**B.S. in Business Administration – Management and Marketing**

California Baptist University, Riverside, CA

**Technical Proficiencies**

Microsoft Office Suite