Career-Change Resume Example
Highlighting transferable skills for a new industry

Maximus B. Warrior

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Professional Summary

Results-oriented operations leader with more than 13 years of progressive management experience overseeing high-volume operations. Proven ability to lead diverse teams, improve operational efficiency, ensure regulatory compliance, and deliver exceptional customer experiences. Currently pursuing a Bachelor of Science in Health Care Administration and eager to apply strong leadership and organizational and operational expertise to support quality patient care and healthcare operations.

Education

Indiana Institute of Technology — Expected May 2028
Bachelor of Science in Health Care Administration — Fort Wayne, IN

Skills

Operations & Process Management

- Directed daily operations for a high-volume restaurant while overseeing staffing, budgets, inventory, and service quality to achieve operational goals (Texas Roadhouse)
- Managed store operations, inventory levels, and workflow efficiently to ensure efficient service delivery and consistent customer experiences (Starbucks)
- Coordinated daily operations using standardized checklists, inventory management systems, POS reporting, and established procedures to ensure consistent operations (Panera)

Staff Development

- Recruited, interviewed, and onboarded employees while ensuring completion of required policy education and role-specific competencies (Texas Roadhouse)
- Evaluated employee performance through annual performance reviews and individualized development plans to strengthen team capabilities (Starbucks)
- Built leadership capacity by mentoring shift supervisors, delegating operational oversight, and coaching employees on problem-solving, communication, and team leadership (Starbucks)

Customer Service

- Resolved complex guest concerns professionally by identifying solutions that strengthened customer satisfaction and loyalty (Texas Roadhouse)
- Collaborated with corporate leadership, vendors, and staff to communicate operational updates and implement process improvements (Starbucks)
- Communicated policies, performance expectations, and procedural updates through team meetings and individual coaching sessions (Texas Roadhouse)

Compliance & Resource Management

- Developed employee schedules while balancing labor budgets, staffing needs, and customer demand in a fast-paced environment (Texas Roadhouse)
- Maintained compliance with food safety regulations, sanitation standards, and company operating procedures through routine inspections and staff accountability (Texas Roadhouse)
- Monitored inventory, cash handling, and operational procedures to ensure accuracy, minimize loss, and support financial performance (Panera)

Experience

General Manager Hammond, IN
Texas Roadhouse May 2022 – Present
Lead daily operations of a high-volume restaurant while overseeing staffing, budgeting, customer satisfaction, regulatory compliance, food safety, and employee development.

Store Manager Jan 2017 to April 2022
Starbucks Highland, IN
Managed daily store operations, financial performance, inventory management, employee development, scheduling, and customer service at a busy retail café.

Assistant Store Manager Dec 2014 to Jan 2017
Starbucks Munster, IN
Supported store operations by supervising staff, coordinating schedules, coaching employees, and ensuring operational, quality, and food safety standards were consistently met.

Shift Supervisor Feb 2013 to Dec 2014
Starbucks Hammond, IN
Directed shift operations, trained new partners, managed cash handling procedures, and delivered exceptional customer service in a fast-paced retail environment.