

JEN HARB

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GARDEN CITY, MI

PROFESSIONAL SUMMARY

Highly skilled and results-driven professional with extensive experience in franchise operations, project management, and system implementations. Demonstrated success in enhancing financial performance, reducing waste, and driving operational improvements across multiple locations. Passionate about leveraging my experience to contribute to an organization that values innovation, efficiency, and brand expansion.

Skills

- **Financial Management & Growth:** Proven ability to manage and grow franchise operations, with a track record of increasing annual sales and maintaining operational costs within budget.
- **System Implementation & Optimization:** Expertise in rolling out new technology systems across multiple locations, leading to improved operational efficiency and customer satisfaction.
- **Waste Reduction & Sustainability:** Achieved significant waste reduction below 1%, demonstrating a commitment to sustainability and cost savings.
- **Leadership & Team Development:** Skilled in leading cross-functional teams, with experience managing 80-120 team members per opening and overseeing large-scale project implementations.

Key Achievements

- **Franchise Operations Growth:** Managed 20 franchise units, increasing annual sales from \$1 million to \$7 million per unit, with the highest sales unit in Granger achieving \$7 million.
- **Operational Excellence:** Led the opening of 62 new locations and 3 major remodels, overseeing a diverse team of 80-120 members per location, demonstrating exceptional project management and leadership capabilities.
- **Technology Implementation:** Successfully tested and rolled out the Aloha system across 103 locations and implemented Kitchen Display Systems (KDS) and Quick Service Restaurant (QSR) systems, significantly enhancing operational efficiency.
- **Financial Performance Improvement:** Contributed to a franchise group sales increase, achieving a year-over-year sales growth of 1.77%, with a total gross sales increase of \$1,015,547.39 across franchise stores.
- **Cost Management & Sustainability:** Reduced wastage below 1% for liquor, beer, wine, and food, exemplifying effective cost management and commitment to sustainability.
- **Strategic Audits:** Conducted weekly audits of 5 out of 123 locations randomly, ensuring compliance and operational excellence, and fostering a culture of continuous improvement.

PROFESSIONAL EXPERIENCE

Love A Michigan Vet Project, Lincoln Park, MI Fundraising and Events Chair	2023-Present
Bar Louie, Addison, TX	2009-2023
Director of Franchise Operations and New Store Openings Reported to Chief Operations Officer	2020-2023
Director of New Store Openings Reported to Chief Operations Officer	2015-2020
Director of Process and Audits Reported to Regional Vice President, Operations	2014-2015

“Driven by my love for travel and experiencing life to the fullest, I've explored 9 countries, slept in the Grand Canyon, ate crickets, and hiked the Rocky mountains. I look forward to sharing more about my travels and the value it brings to an organization like yours.”