



VIVIAN VALENTI

Franchise Restaurant Manager

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Philadelphia, DE 



PROFESSIONAL SUMMARY

Accomplished franchise restaurant manager with over 10 years of experience in overseeing operations, enhancing profitability, and delivering outstanding customer service in franchise locations of renowned restaurant brands.

EDUCATION

2009 - 2013

Associate's Degree in Business Administration

University of Florida / Gainesville, FL

SKILLS

- Leadership **Expert**
- Team Development **Expert**
- Cost Control **Expert**
- Recruiting **Expert**
- Training **Expert**
- Menu Planning **Expert**
- Financial Management **Expert**

COURSES

2024

Food Protection Manager Certification

ServSafe

AWARDS

- Award for Operational Excellence at Famous Pizza (2023)
- Community Engagement - Famous Pizza (2021)
- Training and Development Award at Little Italy (2016)

EXPERIENCE

2020 - Now

Franchise Restaurant Manager Famous Pizza / Philadelphia, DE

- Led operations for a busy franchise location with annual revenues exceeding million, consistently achieving sales targets and profitability goals.
- Implemented streamlined inventory management practices, reducing food costs by 12% while maintaining quality and freshness standards.
- Developed and executed local marketing initiatives that increased foot traffic by 15% and improved brand visibility in the community.
- Successfully trained and mentored a team of 25+ employees, resulting in a 30% decrease in turnover and improved service quality scores.

2016 - 2020

Restaurant Manager Famous Pizza / Philadelphia, DE

- Managed daily operations of a high-volume franchise location, ensuring adherence to brand standards and operational excellence.
- Led a team of 25+ employees in delivering superior guest experiences, resulting in a 30% increase in customer retention.
- Implemented inventory management systems that reduced waste and improved inventory turnover rates by 20%.

2014 - 2016

Shift Manager Little Italy / Philadelphia, DE

- Supervised daily shift operations, including staff scheduling, inventory management, and customer service.
- Implemented efficiency improvements that reduced wait times by 15% and increased table turnover rates.

