

MARK STEVENS

Gas Station Manager

(555) 123-4567

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Austin, TX

PROFESSIONAL SUMMARY

Experienced gas station manager with 10+ years in managing day-to-day operations, staff coordination, and customer service excellence. Skilled in inventory management, financial reconciliation, and staff training. Proven ability to increase sales and improve operational efficiency in high-traffic environments.

EDUCATION

Associate of Science in Business Administration

Austin Community College, TX

Graduated: 2017

Certifications

- Certified Manager (2024)
- OSHA Certified (2023)
- Food Safety Training (2021)

SKILLS

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|--------------------------------------|--------|
| • Staff management and training | Expert |
| • Inventory management | Expert |
| • Sales tracking and reporting | Expert |
| • Budgeting and financial management | Expert |
| • Customer service | Expert |
| • Safety compliance | Expert |
| • Conflict resolution | Expert |
| • Scheduling | Expert |
| • Profit and loss analysis | Expert |
| • Operational efficiency | Expert |
| • Supplier management | Expert |

EXPERIENCE

2018 - Now

Gas Station Manager

Valero / Austin, TX

- Supervise a team of 15+ employees, ensuring smooth daily operations and providing guidance on best practices for customer service and safety.
- Manage inventory of fuel, retail items, and safety equipment, maintaining a stock-to-sell ratio that reduced shortages by 10%.
- Conduct weekly audits and inventory checks, ordering supplies as needed and ensuring cost-effective purchasing.
- Lead monthly team meetings to review performance metrics, safety procedures, and set goals for the coming months.

2015 - 2018

Assistant Manager

Texaco / Round Rock, TX

- Oversaw day-to-day store operations, including staffing, scheduling, and resolving customer complaints, ensuring high levels of satisfaction.
- Managed financial transactions, including payroll, cash flow, and end-of-month reporting to corporate office.
- Monitored store safety, ensuring all staff were trained in compliance with guidelines and hazard prevention.
- Analyzed sales reports to identify trends and developed marketing strategies that increased customer traffic by 18%.

PROFESSIONAL DEVELOPMENT

Attended Gas Station Management Conference, 2024.