

**WESLEY RUSHING Magnolia, TX**  
**wesleyrushing87@yahoo.com | 281.513.0717**

## **OPERATIONS PROFESSIONAL**

### **CROSS-FUNCTIONAL LEADERSHIP | MULTILINGUAL | RESEARCH & ANALYSIS | ORGANIZATIONAL EFFECTIVENESS**

#### **STAFF TRAINING & COACHING | WORKFORCE PRODUCTIVITY | REVENUE GROWTH**

Action-oriented and cross-functional leader leveraging a wealth of accomplishments and career progression in operational management, teaching, multiple foreign languages and document editing on an international scope. Maintain authoritative and comprehensive industry knowledge conveyed to management as well as to top-performing teams throughout coaching, training and mentoring. Steer operational leadership including the implementation of process improvements to ensure company efficiency. Continually push companies to competitive, cost-effective and profitable heights that enable revenue growth. Build relationships and professional networks to increase business development and market expansion opportunities. Bring applicable and transferable skill set to various industries including the intelligence field.

#### **Highlighted Skills & Key Offerings:**

- ▶ Drive cross-functional, peak-performing teams to achieve business objectives. Champion quality improvement initiatives to drive business continuity and greater organizational efficiencies.
- ▶ Generate revenue by fulfilling high-volume demand with enhanced quality, on-time delivery and zero increases to costs. Entrusted with the company's assets, goals and daily operations.
- ▶ Respected as a strong people leader excelling at building, developing, and coaching teams in providing high-quality service for optimal profitability as well as customer service and satisfaction.

#### **CORE STRENGTHS**

Entrepreneurialism Brand Awareness Expense Reduction & Control  
Project & Program Management Strategic Planning Cross-Functional Leadership  
Staff Training & Development Quality Improvements Revenue Growth  
Operational Efficiency Budget Oversight Market Share Expansion  
Multiple Language Skills Research & Analysis Geographic Regional Knowledge

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**PROFESSIONAL OVERVIEW**

**PAPPAS RESTAURANT, INC., Magnolia, TX 2006 - 2020**  
Customer Service/Operations Manager

Oversee and train employees with an emphasis on providing world-class customer service. Execute all organizational planning, inventory control as well as front- of-the-house and back-end operations with direct oversight of scheduling, opening and closing procedures.

- ▶ Demonstrate leadership initiative, exemplary work ethic and value-added contributions producing workforce productivity, elevated revenue, cost control and organizational effectiveness.
- ▶ Exercise cross-functional leadership across all aspects of the company, including operations, finance, training, talent development, marketing and catering sales.
- ▶ Emphasize best-in-class customer service to promote patron satisfaction, retention, and referrals. Promote team-oriented operations in a guest-centric environment.
- ▶ Coach front-of-the-house staff to surpass sales goals by giving compelling presentations on menu items. Consistently upsell patrons with a consultative approach to cultivate loyalty and satisfaction.

**BENDFORT ENGLISH INSTITUTE, Syktyvkar, Russia 2016**  
English Teaching Assistant

Hand-selected by an international recruiter to facilitate English classes in Russia to diverse students aged 5 to 18.

- ▶ Employed diverse learning modalities to reach students with academic rigor and provide enriching learning experiences with attention to the correct pronunciation of English vocabulary.
- ▶ Held student attention in an interactive classroom environment with creativity. Provided additional support to enhance students' grammar, vocabulary and English proficiency.
- ▶ Committed to ensuring academic rigor and high expectations for all students while also modeling leadership skills required for the school.

► Helped students to overcome barriers to learning, provided tools for classroom success, and boosted comprehension for students.

SELF-EMPLOYED, Estonia 2014

Freelance Document Translator and Editor

Eliminated grammatical and typographical errors with attention to detail as meticulous proofreader of graduate school students' thesis and dissertation projects in multiple languages. Ensured superior standards of excellence.

► Contributed to defining document standards and guidelines to ensure style and formatting consistency during document development stages.

► Adhered to style guidelines for quality control. Employed efficient project management in the execution of writing and communications.

GYM TRAINER, Magnolia, Texas 2021-Present

Employed by Spring Fitness Magnolia, Texas

Provided impeccable customer service, recruitment, fitness training and salesmanship to a wide range of communities.

## EDUCATION

Graduate Coursework, International Relations; European Studies Concentration

TALLINN University, Estonia, 2014

Bachelor of Arts, Political Science; German Minor | SAM HOUSTON STATE UNIVERSITY, 2011

German Studies | PÄDAGOGISCHE HOCHSCHULE KARLSRUHE, Germany 2010 and 2012

## LANGUAGES

Fluent in English; Conversational German, Spanish, French and Estonian

## TECHNICAL SKILLS

MS Office