

ROBERT DOWNIE

Retail and Sales Management

Successful Sales Manager with nearly **10** years of experience. Seasoned team leader with strong communication skills and work ethic. Proven success working in fast-paced environment with customer service a top priority. Ability to drive strong revenue growth within a motivating environment. Enthusiastic about helping others and going above and beyond the call of duty driving topline sales and bottom-line profits

Experience

Present – **Department Manager, Foodservice/Retail – Good Food Holdings**
Dec 2023 \$3.3M+ gross revenue responsibility with largest percent in marginal contribution for the Foodservice Department at Lazy Acres store. This store has the smallest footprint for the chain expansion, yet I was able to grow sales, profit and improve labor efficiencies at record-breaking levels.

- ★ Key Achievements:
- Increased topline revenue sales 13.2%+ by improving in-stock rates and merchandising standards alongside managing labor.
 - Outpaced marginal contribution at 18.4%+ leveraging data processes for both ordering and monthly inventory excellence.
 - Won store nomination for “Manager of the Month” being recognized for going beyond expectations and hitting record results. In addition, 3 of my employees were named as well.
 - Numerous sales periods with record-breaking results beating PY, including holiday periods at 51%+.

Nov 2023 – **Sales Manager, Events/Catering - Bloomin’ Brands, Carrabba’s**
June 2021 \$3.0M+ gross revenue responsibility at full-serve restaurant achieving +12% sales growth. 8+ week intense corporate immersion on-boarding at offsite training store. Quick study led to being the assigned sub-manager for two restaurants in less than 4 months.

- ★ Key Achievements:
- Leading catering sales by 1900+ basis points with above 115% current index to quarter goal. YTD growth with record-breaking achievement = \$100K catering sales YTD (e). Recent recognition as #1 in sales for finishing Q3 weekly sales. Complete and full responsibility for Catering P&L and staff. Cultivated innovative pipeline for new recurring catering orders through sports teams.
 - Certified store trainer for new hires. Immersed several new managers, one traveling and one full-time assistant manager.
 - Developed and grew new KPI goals +30pts by improving customer relations (five-star reviews) and elevated role models for principles and beliefs. Important and notable reduction of employee turnover.

Contact Information

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San Diego, CA

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Email
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Skills

Revenue | Topline Sales
Marketing | Events
Team Management
Lead-Generation
Top Customer Experience
Pricing | Databases
Retail Merchandising
Financial Acumen | P&L
Inventory Control
Training & Development
Lead Safety Standards

Resource Proficiencies

Microsoft Office Suite
Power BI Analytics
Dayforce | POS Systems
Scheduling | Payroll
Inventory | Ordering
Profit & Loss Reporting
Loyalty Programs

Experience (continued)

June 2021 – General Manager | Sales, Dominos Pizza

Feb 2015 Built trust with franchise owner to run the business 100%. Responsible for all sales, marketing and management, including all cost controls, inventory management, cash flow, critical customer relations, profitability, cleanliness, staffing, scheduling, attendance/punctuality, safety and marketing. Adherence to all policy & procedures standards and expect the same from crew. Extraordinary performance excelled to elevated responsibilities.

★ Key Achievements:

- Increase Topline Revenue by 48% through innovative marketing
- Expanded catering lead-generation by intense community networking, cold-calling and database management
- Driving bottom line profits +11% via ordering, inventory and maintenance control systems
- Excelling delivery efficiencies with strategic routing
- Improving readiness for safety and standard protocols
- Kept staffing issue to minimum during COVID-19 Pandemic by continuous scheduling efficiencies

Feb 2015 – Management Trainee, McDonalds

Mar 2014 Hired as management trainee during college to provide top-notch service. Excelled at necessary skills in fast-paced environment such as strong communication and multitasking.

★ Key Achievements:

- Strong work ethic and leadership led to Management Trainee.
- Shift Leader

Jan 2015 – Shelter Harbor Inn, Customer Server

Oct 2014 Excelled at customer service and multitasking skills, which were of the highest priority for success.

★ Key Achievements:

- Hired as flex staff, yet strong work ethic & social skills led to immediate promotion of front of house server position.
- #1 for on-call trusted back up Server

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Career Highlights

Key Holder

Training Manager

Manager of the Month

Project Leader

Multiple Contest Winner

Earned HiPo Employee

Education & Certs.

Managerial Immersion

Food Safety & Handling

URI, Psychology Studies

Chariho HS, General

Interests

Travel

Musician

Photography

Sports

Fitness

Cooking

Hiking & Camping