

Kevin Trumbull

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Administrative Liaison

"Dedicated to enhancing the product environment and improving services."

Business Administration Liaison with 8 years of experience in budgeting, vendor management, purchasing, asset management, business administration, team development, safety training, problem solving, and customer service.

- **Experience with inbound logistics**, purchasing supplies, parts, and inventory.
- **Develop and coordinate** equipment maintenance schedules.
- **Provide safety training** and safety coordination for team.
- **Proven ability to exceed organizational goals and increase profitability** through savings.
- **Adept at strategic planning** and process engineering.
- **Knowledgeable in employment law**, recruiting, training, and performance management.
- **Demonstrated exceptional interpersonal**, organizational, and customer service skills.
- **Skilled in budget development and implementation.**
- **Compiled, prepared, and maintained P&L statements.**
- **Implemented and tracked cost controls** for operations, inventory, assets, and labor goals.

ACCOMPLISHMENTS

- Achieved cost reductions in labor and inventory, thereby increasing profits.
- Improved employee turnover rate through focused recruiting, training, and team building.
- Successfully implemented marketing plans, increasing sales and exceeding yearly objectives.
- Trained employees to deliver excellent customer service resulting in repeat local business.

KEY STRENGTHS

- Business Administration • Leadership
- Team Development • Marketing • Operations • Safety Training
- Strategic Planning • Process Engineering • HR Policies • Communication
- Fundraising/Events • Recruiting • Training • Performance Management
- Budget Development • P&L Statements • Cost Controls
- Vendor Management • Problem Solving • Analytical • Customer Service

SOFTWARE SKILLS

MS Office Suite (Word, Excel, PowerPoint Access, Outlook), Adobe Programs, iMovie/iDVD

EDUCATION

B.S. Business Administration with Marketing Concentration, 2010
College of Business, San Jose State University, San Jose, CA

EXPERIENCE

Jamba Juice, San Jose, CA

2005-Present

General Manager (2011-Present)

Supported all aspects of business administration including purchasing, budget development, customer service, vendor management, team development, and analysis and problem solving.

- Provide administrative liaison support for franchise operation.
- Purchase supplies, parts, and inventory from various vendors to franchise location.
- Compile, prepare, and maintain profit and loss statements.
- Compile and prepare cost controls with regard to operation, inventory, assets, and labor goals.
- Monitors, tracks, and resolves discrepancies.
- Develop and coordinate equipment maintenance schedules.
- Oversee inventory control, orders, and quality control of product.
- Provide safety training and safety coordination for team.
- Maintain excellent customer service through employee motivation and meetings.
- Provide decisions and strategic solutions for various problems.
- Hire, motivate, supervise, evaluate, schedule, and terminate employees within HR guidelines.
- Effectively manage a team to achieve company objectives.
- Provide training and development to team members and assistant managers.
- Complete performance appraisals for all team members and managers.
- Ensure that all OSHA and DHEC regulations were in compliance.
- Ensure accurate and timely execution of marketing plans to increase repeat customers.
- Conduct monthly meetings with team leads to ensure success of goals and review performance.

Assistant Manager (2008-2011)

Supported operations management, including marketing, team management, and customer service.

- Drove sales by providing outstanding product and customer service
- Performed inventory control and record keeping.
- Recruited and interviewed employees.
- Organized and balanced the team schedule.
- Trained and developed employees. Selected specialized candidates for promotion.

Team Lead (2006-2008)

Provided leadership for customer service team employees.

- Trained and mentored new employees.
- Ensured proper shift operations, including store cleanliness and customer satisfaction.

Team Member (2005-2006)

Acted as first point of contact to customers.

- Greeted all customers and provided excellent customer service.
- Made smoothies and completed orders.
- Performed monetary transactions.

Interests

Math, physics, astronomy, communication, and playing guitar.