

JOSE E. HERNANDEZ, Multi-unit District Manager, Banking Services & Hospitality

Multilingual Fluency in English, Spanish, and American Sign Language (ASL)

PROFESSIONAL PROFILE

My strengths & skills are transferrable to other industries. Seeking opportunity, where proof of abilities will provide a fast track to executive management.

Background exhibits a wide range of experience managing multiple units. Applied excellent customer service, in order that each of my stores generated over one million dollars per year. Employee cost management at 18-20%.

ADDITIONAL QUALIFICATIONS

- Computer software proficiency in PowerPoint, Windows, Microsoft Office Suites, balanced cash register, token & ticket sales, Western Union, cash counting machines, performed general accounting, accounts payable & payroll.
- Highly organized, efficient to accurately meet timelines, managed all day-to-day activities simultaneously, received regular reporting & problem calls from store managers 24-hours daily, to ensure processes & procedures followed

EMPLOYMENT HISTORY

Prospective Homeowners Association, Rowland Heights, CA

Oct 2008 - Present

DIRECTOR of Research and development

Nonprofit Industry Organization: A Mutual Benefit association, serving as a public interest advocacy group, and Home Owners Association. Responsible for community outreach, research and membership education.

PLS Financial Services, Los Angeles, CA

Oct -2007 to Oct -2008

Multi-Unit DISTRICT MANAGER

Proven ability to lead and control multiple stores. Coached, motivated and developed branch employees. Interviewed, hired, ensured proper training and scheduling. Exercised authority to ensure loss prevention. Performed store audits in order to insure operational integrity. Supervised multiple aspects and daily deadlines. Successfully managed four profitable units. Evaluated operations for new opportunities, developed action plans for performance improvement and resolved customer complaints. Maintained company standards in the areas of appearance, marketing, collections and customer service. Ensured compliance with all State, Federal, and local laws regarding human resources.

Advance America, Santa Barbara, CA

Feb 2004 - Nov 2006

DIVISION DIRECTOR of OPERATIONS

Responsible for the direction of twelve centers in my division. Performed coaching and manager development. Increased revenue and profit year over year to over one million dollars per unit. Showed a loss percent that was better than company-budgeted amount for entire period. Personally performed collections. Handled multiple aspects and met all deadlines. Performed monthly audits on each center to ensure all policies, state and federal laws were followed, all agreements were in order and properly completed. Marketed locally around each store to gain market share and troubleshooted problem centers. Made all employees aware of the intent of customer service and gained their constant commitment to excellence and high standards.

Gulf Mexico, Torrance, CA

Jun 2002 - Dec 2003

OWNER/OPERATOR

Full-service operation, 8-page menu, Mexican/Cajun Cuisine Restaurant.

Purchased and turned a failed cafe profitable; Sold café after building up the business and attracting investors

- Increased café sales by 337% by our second month in business
- Gained a highly positive review of the cafe in local paper
- Acclaimed by food industry peers as a success in concept development

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**Louisiana Fried Chicken, Los Angeles, CA,
REGIONAL DIRECTOR of OPERATIONS**

Sept 1996 - Jun 2002

Supervised up to 50 Units, during the phase of franchise sales. Opened new Locations, Trained District Managers, Store Managers, and staff. Direct supervision of five District Managers and 375 employees. As Trainer, insured that all Company Systems and Procedures were learned and followed. Obtained all contracts and got all permits to open new stores and operated them successfully. Full P&L responsibility and handled balancing of the books.

Proven ability to lead, motivate, and coach personnel. Regularly communicated with Store Managers & District Managers through weekly conference calls, as well as individual follow-up calls. Planned and directed the operation of the region to support the Key Performance Indicators. Developed common direction for the team. Set priorities and made team agenda and strategy clear to all team members. Developed and maintained the annual budget for the region. Monitored financial reports of the region to ensure budgetary compliance with Regional and Corporate goals

EDUCATION

**East Los Angeles Occupational (Business Management) 1 Year
Mt. San Antonio College (Business Management) 2 Years
University of Southern California (RN) 2 Years**