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GOURMET CATERING & SPECIAL EVENTS GENERAL MANAGER

Gourmet Specialty Stores ~ Catering & Dining Room Management ~ High Volume Specialty Retail Management

A widely respected General Manager, US Marine Corps Veteran and CVS Pharmacy Franchise Owner with a 17 year record of achievement supervising in the Gourmet Grocery, Specialty Retail and Catering Departments. Directed 13 consecutive profitable years as a General Manager, drove innovations in Specialty Merchandising that grew profits companywide, had several years of success in purchasing, and continuous growth in marketing, operations, training personnel, community involvement and sales results.

CORE COMPETENCIES

- Management/Executive Oversight
- Grocery/Pharmacy Management
- Superb Communication Skills
- Managing Merchandising
- Passing Food/Kitchen Inspections
- Negotiation/Contracts
- Catering & Gourmet Sales
- Inventory Control/Purchasing
- Multi-Million Dollar Production
- Microsoft Word, Excel, PowerPoint
- Public Speaking/Group Presentations
- Preventing Losses from Spoilage
- Relationship Building/Networking
- Procurement/Strategic Initiatives
- Recruiting and Training/Mentoring
- Regulatory Compliance/Licensing
- High Volume Units
- Microsoft Outlook
- Customer Service
- Profit & Loss
- Gourmet Foods
- Sales & Marketing
- Employee Discipline
- Kitchen/Food Safety

ACCOMPLISHMENT HIGHLIGHTS

- ▷ Conceived, led and promoted a new growth strategy, our "Strike out Hunger" program to increase donations to food banks. Achieved the highest sales company wide for all Dave's locations in 2009. This promotion is a win-win as it improves sales, creates donations and customers always enjoy giving.
- ▷ After the Dave's Market acquisition news of Bread & Circus in 2006, the CEO and President of B & C wrote a fine recommendation for promotion letter to Senior Dave's Market Management on my behalf.
- ▷ Attained and held a 47% annual increase in sales in first year after purchase of franchise. Hired caring and friendly people, focused on customer service, and improved merchandising and store appearance.
- ▷ First CVS franchise to offer Pepperidge Farm brand snacks in a CVS Pharmacy. Advised all sales representatives to keep size small to allow for more impulse purchases. Gained official approval, offered healthy alternatives to shoppers, solid margins and were distributed to all nationwide franchises.
- ▷ First CVS franchise to offer Cliff All Natural Power Bars. Advised vendor to make size small enough where price would be less than two dollars. Gained official approval and nationwide distribution.
- ▷ First CVS Pharmacy franchise to offer fresh daily muffins, which was ideal to increase coffee sales and attract more profitable morning (newspaper, coffee, muffin, lunch sandwich) traffic. Improved coffee sales to #1 in all U. S. CVS stores. Soon fresh muffin distribution went statewide and later nationwide.
- ▷ First CVS Pharmacy franchise to offer fresh squeezed orange juice in Rhode Island. Advised vendor the biggest challenge is shelf life and proper rotation of stock. Contracted with vendor to take full responsibility for all spoiled juice. New fresh OJ caught on, improved sales and went statewide rapidly.
- ▷ Re-merchandised entire BBQ grill department with approval of upper management and upgraded appearance so that the department itself became a new draw for customers rather than just an opportunity for add-on sales. Year over year sales for the department increased by 31% with a typical purchase in the department \$400 to \$2900.

PROFESSIONAL EXPERIENCE

DAVE'S MARKET, Newport, RI 2009 – Present

General Manager/Gourmet Catering & Prepared Foods Manager

This is a well-known full-service neighborhood grocery store with 187 locations in the US (formerly Dave's Gourmet Market).

- ▶ Direct and manage staff, recruit, hire and train, assist with scheduling, control shrinkage and expenses.
- ▶ Ensure a strong focus on customer service and maintain rigid store appearance standards.
- ▶ Supervise a team of 24-28 front of the house personnel and audit cash drawer receipts.

DAVE'S GOURMET MARKET, Lincoln, RI 2006 – 2009

Senior Catering Service and Dining Room Manager

Hired as a Bread & Circus Team Leader, however Dave's Gourmet Market bought Bread & Circus in 2006.

- ▶ Established a once a month front of the store meeting to engage, earn commitment, aid communication, enthusiasm and offer recognition. This contributed greatly to higher performance and satisfaction levels.
- ▶ Staffed and trained all 39 new team members for dining room and catering area 2006 to 2009.
- ▶ Managed expenses, procurement and inventory and handled regulatory compliance.
- ▶ Had accountability for all aspects of team operations and performance including health and safety.

CUMBERLAND FARMS CONVENIENCE STORE, Lincoln, RI 2004 – 2006

Franchisee/General Manager

- ▶ Complete renovation of entire convenience store. ▶ Recruited, hired and trained staff of 9-17.
- ▶ Designed, tested and deployed merchandising, promotional and strategic partnership plans.
- ▶ Shopped, negotiated and chose vendors for core inventory and tested new vendors and price points.
- ▶ Encouraged add-on sales with strategic floor plans, demand focused procurement and merchandising.
- ▶ Controlled expenses, prevented overtime and owned the profit and loss statement.

WESTCHESTER BBQ GRILL & FIREPLACE SHOP, Westchester, NY 1993 – 2004

Buyer/Sales Consultant

Since 1937, WBFS has carried the finest traditional, antique and contemporary fireplaces in New York.

- ▶ Designed, directed and implemented the BBQ/Grilling department's merchandising program.
- ▶ Prepared and secured purchasing contracts with vendors and ensured department was immaculate.
- ▶ Upgraded BBQ department merchandise mix and floor plans, which led to a 50% surge in business.

CVS PHARMACY INC., Jamestown, RI 1979 – 1993

Franchisee/General Manager/Store Manager

CVS Pharmacy Has 4,800 stores in the U.S. and Canada and more than 6,000 stores worldwide, the CVS brand is known for being open 24 hours. Named #1 Franchise by Entrepreneur Magazine in pharmacy sales for 21 years. ***Promoted twice and given a franchise with no down payment for my outstanding service.***

- ▶ Efficiently managed, trained and coached a team of 10 employees to redefine customer service standards.
- ▶ Experimented with new vendors to take advantage of new sales and profit opportunities.
- ▶ Implemented the "Easy" Program to Eliminate Alcohol Sales to Youths with law enforcement.
- ▶ Worked with the community and vendors to implement different marketing and merchandising plans.

EDUCATION AND PROFESSIONAL TRAINING

Master of Business Administration, Bryant University, Smithfield, Rhode Island; GPA 3.89

Bachelor of Science Degree in Management, Brown University, Providence, Rhode Island; GPA 3.77

- ▶ Graduate, Dale Carnegie's "How to Win Friends and Influence People Course"
- ▶ Graduate, CVS Pharmacy Management Training Program I, II and III; Woonsocket, Rhode Island
- ▶ Graduate, Harvey Mackay's Swim With the Sharks Without Getting Eaten Alive Networking Course