

Tom Edwards



Branch Manager

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Place of birth	San Antonio	Driving license	Full
Links	Resume.io , Resume Viking		

01 PROFILE

Detail-oriented Branch Manager with 6+ years' experience, proven history of improving production with employee morale-boosting initiatives. Service-orientated, deadline-driven, and an excellent record of acquiring recurring client contracts. Has a Bachelor's in Construction Management and will add value by generating new business development strategies to guarantee client territories' growth, essentially taking income to the next level.

02 EMPLOYMENT HISTORY

01/2017 — 01/2021

Branch Manager at Takealot

New York

Responsible for recruiting, hiring, training, supervising, and developing branch staff to build solid team members, contributing to the branch's success and growth.

- Managing HR functions, including interviewing, recruiting, counseling and corrective action, payroll, benefits administration, employee terminations, etc.
- Improving profitability with sales, negotiation, and forecasting; decreasing costs by refining training and decreasing unbilled overtime; negotiating account-wide rate increase, covering increased healthcare costs under ACA.
- Building and implementing a large plan to alleviate risk during antagonistic labor strikes at the client site increased income and client satisfaction.

01/2016 — 12/2017

Assistant Branch Manager at LinkedIn

Edinburg

Managing end-to-end processes, which include workforce planning, performance management, recruitment, and people management practices.

- Creating marketing strategies, expanding existing customer sales, which resulted in a 129% increase in annual sales.
- Initiating and building new hire training programs, achieving the highest staff retaining rate in the district.
- Establishing business contacts/ networks, utilizing community events and activities.
- Making consistent outside sales calls, developing and deepening business relationships.
- Performing supplementary responsibilities as allocated by Management.

03 EDUCATION

Jan 2021 — Present

Institute of Certified Professional Managers

Buffalo

Certified Manager (CM) designation

Jan 2017 — Dec 2018

University of Virginia

Reston

Bachelor's Degree in Business Management

- GPA: 3.8
- Majors: International Management, Operations Management.
- Minors: Small Business Management, Managerial Communications, Labor Relations, Entrepreneurship.
- Accolades: Deans List

04 SKILLS

Create operational plans	● ● ● ● ●	Cloud-Based Collaboration Platforms	● ● ● ● ●
Financial Management	● ● ● ● ●	CRM Systems	● ● ● ● ●
Quality Control	● ● ● ● ●		

05 ACHIEVEMENTS

- Established new business channels, pushing sales income from \$680,000 per year to \$1.9 million per year.
- Decreased Workers' Compensation costs by 37% yearly to execute safety training initiatives and employee wellness programs. Decreased inventory costs by 15% due to yearly trend analysis exercises. Discussed new service level arrangements with suppliers, causing a 20% decrease in material spending and saving \$110k per year.

06 HOBBIES

Tennis, Basketball, Baseball

07 LANGUAGES

Spanish	● ● ● ● ●	Italian	● ● ● ● ●
French	● ● ● ● ●		