



Tom Edwards

Branch Manager

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DRIVING LICENSE Full

PLACE OF BIRTH San Antonio

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

Jan 2017 — Jan 2021

New York

Branch Manager at Takealot

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.

Jan 2016 — Dec 2017

Edinburg

Assistant Branch Manager at LinkedIn

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

Buffalo

Institute of Certified Professional Managers

Certified Manager (CM) designation

Jan 2017 — Dec 2018

Reston

University of Virginia

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



Financial Management



Quality Control



Cloud-Based Collaboration Platforms



CRM Systems



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



French



Italian

