

Tom Edwards

Branch Manager



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DRIVING LICENSE Full

PLACE OF BIRTH San Antonio

LINKS [Resume.io](#), [Resume Viking](#)

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.

Employment History

Jan 2017 – Jan 2021

NEW YORK

Branch Manager

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

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.

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

Skills

Create operational plans



Financial Management



Quality Control



Cloud-Based Collaboration
Platforms



CRM Systems



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.

Hobbies

Tennis, Basketball, Baseball

Languages

Spanish



French



Italian

