

# Thomas Rush

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## Work Experience

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### **Chief Operating Officer**

Common Hype-Tempe, AZ

January 2021 to Present

- Led the overall operations and strategic direction of the company, overseeing all departments and ensuring alignment with organizational goals
- Developed and implemented operational policies, procedures, and systems to optimize efficiency, productivity, and profitability
- Implemented key performance indicators (KPIs) to measure departmental performance and track progress towards goals
- Oversaw budgeting process and financial analysis to drive cost reduction initiatives while maintaining quality standards
- Collaborated with senior leadership to develop long-term business strategies and plans for sustainable growth
- Identified opportunities for process improvement through data analysis and implemented solutions to enhance operational effectiveness
- Established strong relationships with vendors, suppliers, and partners to negotiate favorable contracts terms and ensure timely delivery of goods/services
- Evaluated market trends, competitive landscape, customer needs/feedback to identify new business opportunities or areas for improvement in existing products/services offerings
- Mentored high-potential employees to develop leadership skills resulting in internal promotions and increased employee satisfaction levels
- Developed strategic partnerships with technology vendors leading to successful implementation of innovative solutions improving operational efficiency by +75%
- Drove continuous improvement culture through regular analysis of operational processes identifying areas for enhancement or automation reducing manual effort by +50%
- Leveraged data analytics tools to identify trends/patterns enabling proactive decision-making regarding resource allocation/optimization
- Pioneered digital transformation initiatives integrating technology into various aspects of operations optimizing workflows/processes
- Conducted regular market research/analysis to identify emerging trends/opportunities for business expansion/diversification

### **Family Kitchen Manager**

Someburros-Chandler, AZ

August 2019 to January 2021

- Oversaw the daily operations of a large-scale commissary, ensuring efficient production and delivery of food items to multiple locations
- Managed a team of XX employees, providing guidance, training, and performance evaluations to optimize productivity and maintain high standards
- Developed and maintained strong relationships with suppliers to ensure timely delivery of quality ingredients at competitive prices
- Created standardized recipes and portioning guidelines to maintain consistency across all food items produced

- Conducted regular inspections of equipment, facilities, and storage areas to ensure compliance with health and safety regulations
- Led efforts in maintaining proper sanitation practices throughout the commissary, resulting in consistently high health inspection scores
- Implemented quality control measures to monitor product freshness, taste, appearance, and overall satisfaction levels
- Streamlined production processes by implementing efficient workflow systems that reduced turnaround time for orders by XX%
- Developed staff schedules that optimized labor costs while ensuring adequate coverage during peak hours
- Trained employees on proper food handling techniques, including temperature control, cross-contamination prevention, and allergen awareness
- Maintained accurate records of inventory levels using computerized systems
- Ensured compliance with all local health codes regarding food preparation/storage
- Investigated customer complaints regarding product quality or service issues; implemented corrective actions as necessary
- Conducted regular training sessions on food safety and sanitation practices for all employees
- Developed and implemented standard operating procedures (SOPs) to improve efficiency and consistency in production processes
- Collaborated with marketing team to develop promotional strategies for new product launches or seasonal offerings
- Managed vendor relationships, including negotiating contracts, resolving disputes, and evaluating performance

## **Manager**

Someburros-Gilbert, AZ

July 2010 to August 2019

- Led a team of XX employees, providing guidance and support to ensure efficient operations
- Developed and implemented strategies to improve productivity and streamline processes
- Managed daily operations, including scheduling, inventory management, and customer service
- Collaborated with cross-functional teams to develop and execute marketing campaigns
- Conducted performance evaluations for team members, identifying areas for improvement and implementing training programs
- Maintained high standards of quality control to ensure customer satisfaction
- Created and maintained budgets, monitoring expenses to meet financial targets

## Education

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### **Business (Incomplete Degree)**

Chandler-Gilbert Community College-Gilbert, AZ

August 2014 to May 2015

## Skills

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- Operations management
- Build automation
- Leadership
- AI models
- Process improvement

- QuickBooks
- AI
- APIs
- Strategic management

## Certifications and Licenses

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### **Life & Health Insurance License**