
WARREN OWEN

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6502 W Sierra St
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Profile

Dedicated manager with over 20 years experience, leading teams to achieving sales and profitability goals, through pride of excellence in guest experiences. Outstanding interpersonal skills. A self-starter and quick learner, often seek outside resources to gain new strategies and tactics achieve goals.

Experience

Starbucks Coffee Company | Pasadena, CA and Phoenix, AZ

1998 - Present

Shift Supervisor, Store Manager

- Organize and direct multiple store teams, up to 60 team members per location, to exceed company standards in overall operations.
 - Achieve best in class customer service by connecting with guests to discover expectations to create a legendary service experience, then communicate with the team and develop the plan to achieve it.
 - Continually recruit high-caliber candidates to maintain excellent staffing levels. Develop and coach high performing team members along in their path to help achieve their career goals.
 - Use company training program, modifying as needed per location and/or employee, to ensure minimum company and guest expectations are met, in regards to standards in service, cleanliness and safety.
 - Develop team strategies to meet and exceed sales targets. Monitor success and adjust and modify tactics to improve on already achieved results.
 - Profitability standards are achieved by controlling costs on daily, weekly, monthly and quarterly basis. Analyze P&L reports to safeguard accurate profitability results, ensuring company standards and shareholder expectations are met.
 - Build relationships with staff, guests, vendors, neighboring businesses and community, to build trust, confidence and loyalty. Connecting to have a better, more meaningful impact of all those involved.
 - Equipment maintenance and troubleshooting including brewers, grinders, blenders, register and POS terminals, computers, networking, and others.
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Digital WO | Monrovia, CA and Glendale, AZ

1995 - Present

Owner, Creative

- Work with potential and new clients to develop digital strategies to aid their business plans.
- Complete website development based on in-depth consulting with clients to discover digital needs and expectations.
- Create full video productions, including storyboarding, capture, editing, and post-production.
- Develop social media strategies, including content creation, ad development, customer responding and brand management on multiple platforms.
- Aerial (drone) video and photography services when part of the strategy.
- Maintenance of all billing, accounting, and client records.

Walt Disney Company

Disneyland Resort | Anaheim, CA

1989-1992

Main Street Merchandise

- Provide excellent guest experience to all park visitors.
- Efficiently and accurately ring up merchandise during all POS transactions.
- Maintain appearance and stock levels of all merchandise.
- Assist guests during high capacity events and parades.

Skills

Communication	Work Under Pressure	Decision Making
Time Management	Self-Motivation	Conflict Resolution
Adaptability	Leadership	Teamwork
Fast Learner	Budgeting	Planning
Scheduling	Ordering	Customer Service
Recruiting	Inventory	P & L

References

All business, employer, client and personal references available upon request.
