

## MICHAEL P. DUNNE

10461 Santa Elise Street, Cypress, CA 90630 • 504-206-8928 • mpdunne2@gmail.com

### CAREER HIGHLIGHTS

- Awarded Top Salesman fourth quarter 1997, second quarter 1998 and Newcomer of the Year 1997.
- Extensive experience as a Server and Bartender in various establishments including Fine Dining, Casual Dining, Bars and Nightclubs.
- Co-Managed top grossing Nightclub (\$7.3 million)
- Achieved many Atlanta Reader's Choice Awards with the Martini Club

### PROFESSIONAL SYNOPSIS

**Ralph Brennan Restaurant Group**  
**Café B - New Orleans, Louisiana (June 2012 – June 2014)**  
**Jazz Kitchen – Disneyland (June 2014 – Present)**

#### Professional Server

- Key member of part of team named as 3<sup>rd</sup> best restaurant in Metairie.
- Offsite catering and events team member.
- Provide outstanding service to guests by providing information to help food and beverage selections, presenting ordered choices, upselling/suggestive selling and maintaining dining ambiance.
- Present a professional presence, well groomed appearance and the ability to interact with high end clientele.
- Experienced in wine presentation.
- Ability to multi-task and provide excellent service to large parties and/or sections.

**Global Staffing Solutions, New Orleans, Louisiana (July 2012 – Feb 2014)**

#### Bartender

- Ability to provide high volume service with high energy and excellent customer service
- Possess strict inventory and cash handling skills
- Wine, spirits and cocktail knowledge to enhance guest experience
- High Volume Banquet service

**Fitstop Health Club Group, Johannesburg, South Africa (October 2008 – April 2012)**

#### Operations/Sales Manager

- Directed short- / long-term strategic planning and annual budgeting, conducted acquisition and merger searches and business expansion, and instituted planned and supervised sales / marketing strategies to boost profits to over \$2,000,000 annual revenue .
- Led due diligence processes and integration of two management contract acquisitions, including initiating a Total Quality Improvement Program and Employee Training Program, as well as developing all facets of human resources increasing total staff to 100+ staff members
- Maximized bottom-line results via judicious oversight of financial reporting, outside sales, and marketing / advertising, including proactively restructuring and refocusing company in anticipation of major industry realignment.
- Implemented systems and standard operating procedures across all departments to achieve better quality control, regulate statistics, and evaluate overall performance.

**Gym On Call t/a The Sweat Shoppe, Pretoria, South Africa (January 2006 – September 2008)**

#### General Manager

- Demonstrate exemplary expertise of sales management in the complete sales cycle to manage team to recruit new clients and maintain existing business.
- Achieve maximum expense control and profitability by cost-effectively managing business while increasing sales to in excess of \$1,000,000 annual sales of this single site
- Responsible for developing and implementing Standard Operating Procedures across all relevant departments.

**Professional Synopsis Continued...**

**Solutions/Solutions For Women Ltd, London, England (September 2001 – December 2004)**

**Operations Manager**

- Monitor and assess daily business operations to determine and optimize fiscal performance, competitive positioning, and revenue opportunities
- Maintain collaborative decision making authority within the areas of sales and marketing, finance, human resources, technology, product development, expansion/joint ventures, training and administrative affairs.
- Reorganized and designed operations and sales strategies

**Ladies Own (UK) Ltd, London, England (April 2000 – September 2001)**

**National Sales & Marketing Manager**

- Empowered with complete decision-making objectives with full Profit & Loss and overall accountability to Board of Directors
- Reorganize the corporate infrastructure and redevelop strategic business, sales and marketing plans.
- Engineered the reorganization of under-performing business practices that improved turnover by over 40% while providing strategic direction and operating functions increasing size of company from 6 to 13 sites increasing revenue to over £10,000,000

**PRIOR BACKGROUND**

**General Manager – Gold's Gym LLC, Venice, Florida**

**Sales Supervisor – Creative Fitness Marketing, Bonita Springs, Florida**

**Bar Manager – Martini Club, Atlanta, Georgia**

**Bartender/Manager – Cat's Meow, New Orleans, Louisiana**

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**MILITARY/EDUCATION BACKGROUND**

CPR/First Aid/AED Certified

United States Navy

Riverbanks University - B.S. Management (May 2000)

World Instructor Training School Instructor (2001)

IYCA Youth Fitness Specialist (2012)

IYCA Speed and Agility Specialist (2013)

California ServSafe Alcohol Certification

California ServSafe Food Handler Certification

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**COMMUNITY INVOLVEMENT**

St Vincent Depaul – Volunteer  
Global Media Outreach

Christian Aid Mission

American Red Cross

St Jude Children's Research