

MICHAEL P. DUNNE

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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
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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 3rd 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

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

COMMUNITY INVOLVEMENT

St Vincent Depaul – Volunteer
Global Media Outreach
Christian Aid Mission
American Red Cross
St Jude Children's Research