

Mario Martinez

830-516-1553 | Mariomtz13267@gmail.com

Experience

Restaurant Manager | Barcelona Wine Bar, Dallas, Texas December 2024 – Current

- Oversaw daily restaurant operations, ensuring exceptional guest experiences and seamless service in high-volume environments.
- Managed and developed FOH/BOH teams, including recruitment, strategic scheduling, performance evaluations, and team development.
- Designed and executed operational policies to enhance efficiency, consistency, and customer satisfaction.
- Managed financial performance: budgeting, forecasting, stringent cost control, and P&L management to maximize profitability.
- Ensured full compliance with health, safety, and labor regulations, upholding rigorous cleanliness and service standards.
- Led marketing and promotional campaigns, increasing brand visibility and driving substantial sales growth.
- Cultivated strong vendor relationships, negotiating pricing for consistent product quality and availability.
- Resolved guest concerns promptly, maintaining high customer satisfaction and fostering loyalty.

Assistant General Manager | Oishii Restaurants, Dallas, Texas 2024 – 2025

- Supported daily operations, emphasizing efficiency, guest satisfaction, and operational excellence.
- Managed staffing: recruitment, training, scheduling, and performance reviews for exceptional service.
- Handled customer inquiries and resolved complaints swiftly to maintain positive dining experiences.
- Assisted in managing restaurant finances: monitoring labor costs, tracking daily sales, and adhering to budgets.
- Oversaw inventory management: ordering, receiving, and stock organization to minimize waste and reduce costs.

Assistant General Manager | Harwood Hospitality, Mercat Bistro, Dallas, TX 2021 – 2024

- Oversaw daily operations, ensuring consistent high performance.
- Monitored and analyzed financial performance: revenue, COGS, operating expenses, and profit margins.
- Managed revenue generation strategies through pricing, sales, and promotions to meet/exceed targets.
- Controlled costs by optimizing labor, food, beverage, and supply expenses, identifying cost-saving opportunities.
- Prepared financial forecasts, budgets, and reports, providing actionable insights to management.

Military Police | US Navy, Okinawa, Japan 2019 – 2021

- Proficient in patrol procedures, firearm, and non-lethal weapons deployment.
- Trained in firefighting and emergency response.
- Maintained accurate inventory of department-issued armory.

Skills

- **Financial Management:** Budgeting, Forecasting, P&L Management, Cost Control, Inventory Management, Revenue Generation, Financial Analysis, Sales Tracking
- **Operations Management:** Project Management, Policy Implementation, Regulatory Compliance, Operational Efficiency, High-Volume Operations, Supply Chain Management, Vendor Relations
- **Leadership & Team Development:** Team Leadership, Staffing, Recruitment, Training & Development, Performance Management, Scheduling, FOH/BOH Management
- **Customer Service & Relations:** Guest Relations, Conflict Resolution, Customer Satisfaction, Service Quality, Loyalty Programs
- **Technology & Software:** Microsoft Excel, Microsoft Word, Google Docs, POS Systems, Tech Savvy, Photo Editing
- **General:** Organization, Communication, Problem-Solving, Strategic Planning, Marketing Campaigns, Brand Visibility

Education Associate's Degree | Navarro College, Ellis, TX Graduated December 2021