

Michael Johnson

841 Hastings St Apt A Murfreesboro, TN 37130 · 9312475079
mtnokes@icloud.com · www.linkedin.com/in/michaeljohnson91



Branding Statement

High-performing and dedicated food industry leader with over twelve years of experience in restaurant leadership who is motivated to create top-performing, customer-centric teams, enabling them to maximize profitability margins and developmental opportunities.

Experience

08/2019 – Present

Supervisor, McGuire Management Group dba McDonalds

Responsibilities:

- Analyze sales trends, identify sales patterns and opportunities for sales growth. Implement programs to capitalize on additional sales opportunities through promotional or operational programs of six free-standing McDonald's Restaurants in Murfreesboro, Tennessee.
- Complete monthly cash and security audits. Use necessary corrective action where policies are not being followed, ensuring safety and security of restaurant personnel and assets.
- Complete operations review on restaurants on all day parts once per month.
- Demonstrate and execute McDonald's values and leadership behaviors to build positive business relationships with external/internal customers including the leadership team and crew.
- Coordinate with General Manager to achieve operational results by upholding the standards of QSC, achieving health department standards, meeting and/or exceeding McDonald's ROIP standards, and timely execution of new initiatives, products, and equipment launches.
- Conduct performance reviews with GMs every six months, assuring the GM does the same for managers and crew members.

02/2016 – 08/2019

General Manager, McGuire Management Group dba McDonalds

Responsibilities:

- The General Manager is responsible for running a profitable restaurant and for making sure the restaurant meets McDonald's critical customer standards of Quality, Service, and Cleanliness (QSC).

- The General Manager works with his/her leaders to set the restaurant's goals and creates a plan to achieve the goals.
- To meet restaurant goals, the General Manager doesn't work alone.
 - He or she leads a team of Department Managers that has specific responsibilities in the restaurant.
 - This means helping the Department Managers to set their own goals, following up on their progress, and providing coaching and direction to improve their departments.
- The General Manager may also be responsible for hiring and developing Department and Shift Managers to make sure that the restaurant has the right team to lead into the future.

Education

05/22/2023 - PRESENT

Master of Art – Liberal Arts, Middle Tennessee State University

12/2021 – 05/06/2023

Bachelor of Science – Integrated Studies / Applied Leadership, Middle Tennessee State University

- GPA: 4.0
- Societies: Phi Theta Kappa
- Corporate Liaison for the McGuire #TrueBlue Educational Partnership started by Jonathon McGuire, Owner/Operator of McGuire Management Group, and Dr. Sydney McPhee, President MTSU.

08/2020 – 12/2021

Associate of Science – General Studies, Motlow State Community College

GPA: 4.0

Societies: Phi Theta Kappa

Skills

- | | |
|----------------------------------|----------------------------------|
| • BUSINESS PLANNING | • STRATEGIC VISION |
| • OPERATIONS MANAGEMENT | • NETWORKING |
| • TRAINING & DEVELOPMENT | • RESTAURANT MANAGEMENT |
| • HUMAN RESOURCES (HR) | • RESTAURANT OPERATIONS |
| • MICROSOFT OFFICE (WORD, EXCEL) | • SCHEDULING SOFTWARE (LIFELENZ) |

License and Certifications

01/2016

Bachelor of Hamburgerology, McDonald's Hamburger University

01/2021

ServSafe Instructor, National Restaurant Association

- Expiration: JANUARY 2024
- Credential ID: 4893418

03/2023

ServSafe Food Protection Manager, National Restaurant Association

- Expiration: 03/2028
- Credential ID: 15954565

Community

01/2018 - Present

Volunteer, Ronald McDonald House Charities of Nashville

- Music City Golf Tournament – Volunteer (2018 – PRESENT)

Honors and Awards

09/2019

Outstanding General Manager, McDonald's GTVOA Region

- TOP 1% OF GENERAL MANAGER'S IN REGION

09/2021

Outstanding Mid-Manager (Supervisor), McDonald's GTVOA Region

- TOP 1% OF MID-MANAGERS (SUPERVISORS) IN REGION

04/2023

Student Achievement Award, Middle Tennessee State University

- The Achievement Award recognizes a student who has shown resilience, had to make sacrifices, effectively balanced multiple priorities, and has shown recent academic success.