VELEN LINGLEY

Regional Manager

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(918) 312-5538
27540 Blueberry Ln, Apex, NC 27523

PROFILE

I have over five years of experience as a Regional Manager. In this role, I am responsible for managing and leading a team of sales managers within my region. My experience has taught me how to effectively communicate with and motivate my team in order to achieve our sales goals. Additionally, I have developed strong relationships with our clients which has resulted in repeat business.

LINKS

linkedin.com/in/velenlingley

SKILLS

Communication

Organization

Planning

Time Management

Budgeting

Conflict Resolution

People Skills

LANGUAGES

English

Mandarin

HOBBIES

Organizing social events
Travelling
Shopping

EMPLOYMENT HISTORY

Regional Manager at McDonald's, NC

May 2022 - Present

- Led a team of 15 employees and achieved sales goals by 25%.
- Hired and trained 5 new regional managers.
- Successfully opened 3 new stores in the region.
- Created and implemented a new marketing campaign that increased sales by 20%.
- Decreased store expenses by 10% through better inventory management.

Assistant Regional Manager at Burger King, NC

Sep 2017 - Apr 2022

- Hired and trained a team of 5 new customer service representatives.
- Improved customer satisfaction scores by 10%.
- Implemented a new system for tracking product inventory, which reduced stock-outs by 20%.
- Negotiated discounts with vendors that saved the company $5,000 per month.
- Developed and implemented a new employee onboarding process that decreased turnover rates by 15%.
- Led weekly team meetings to improve communication and collaboration among employees.

EDUCATION

Bachelor of Science in Business Administration at Duke University, NC

Sep 2013 - May 2017

I have learned how to manage a business, how to run marketing campaigns, how to understand financial statements, and how to negotiate deals.

CERTIFICATES

Certified Regional Manager (CRM)

Jun 2021

Certified Diversity and Inclusion Manager (CDIM)

Oct 2019

MEMBERSHIPS

American Management Association (AMA)

Society for Human Resource Management (SHRM)