

Anthony Maduzia

United States, a.r.maduzia@gmail.com

LINKS

[My Resume Website](#), [LinkedIn](#), [CU Coalition for the Homeless](#)

PROFILE

Highly accomplished and versatile servant leader with over ten years of operations and project management, customer service excellence, strategic planning and financial analysis.

SKILLS

Operations Management	Strategic Planning
Communication Skills	Ability to Multitask
Project Management	Microsoft Excel
Team Leadership	Analytical Skills

EMPLOYMENT HISTORY

Nov 2023 — Present

Office Support, University of Illinois - College of Architecture

Urbana, IL

- Certified in P-Card, T-Card, AP100, Banner and Finance I, and Accounts Receivable Processing
- Attended advanced trainings in Excel, Teams, Zoom, and Outlook
- Enrolled in IBUY and Business and Finance certifications
- Travel arrangements for all visiting College of Architecture related faculty
- Developed a Lucid Chart for my position, building a roadmap for myself and future employees to build a foundation for moving Temple Buell Hall and the College of Architecture forward
- Built processes around Architecture key tracking, TBH and office cleanliness, event planning, expense submission and more
- Responsible for proper filing and submission of Expense Reports
- First point of contact for all student questions and concerns regarding the College of Architecture
- Liason with College of Architecture students and faculty, Office of Business Administration, Facilities and Services
- Record minutes for Director of Architecture meetings

May 2018 — Aug 2023

Stay-At-Home Dad, My Household

Mahomet, IL

- Dynamic and results-driven professional with a proven ability to manage diverse household operations, including budgeting, meal planning, and coordinating family schedules
- Masterfully multi-tasked while maintaining strong organizational skills and effectively collaborating with schools, extracurricular programs, and medical professionals to support children's needs
- Created a supportive and engaging family environment, fostering open communication and building strong relationships
- Joined the PTO, working with children and parents to improve school engagement through a variety of different activities
- Became a scout leader for Webelos, supporting the community by creating a variety of learning activities and events
- Pro-actively sought out courses to improve self-knowledge in: SQL, Full Stack Development, Google Data Analytics, Microsoft Excel and Product Management
- Ready to leverage these valuable experiences and skills to make a successful transition into a new professional challenge

Nov 2010 — May 2018

Multi-Unit Store Manager, Gordon Food Service

Champaign, IL

- Accomplished leader: Leadership Award Finalist
- Store of the Year runner-up (twice)
- Recipient of six Store of the Quarter awards.
- Former Diversity Champion for the Northern Division, responsible for encouraging our store leaders to promote our cultural diversity
- Led over 80 employees while managing over 15 million dollars in revenue
- Proven success in building long-term relationships and motivating teams, leveraging to exceed revenue goals by over 15% every year and winning multiple company contests
- Consistently top 10% company-wide in customer feedback metrics
- Answered customer queries on the telephone and through email, often collaborating with different departments to ensure the answer was prompt and correct
- Updated task completion and schedules based on changing requirements from different stakeholders

- Expert at conflict resolution, mediating employee disputes and customer complaints with active listening, emotional intelligence, clear communication, resolution agreement and timely follow-up
- Customer counts increased by double digits every year
- Employee turnover decreased by 40%
- Interpreted and enforced company SOP, state and federal regulations in my two stores
- Developed or followed SOP facility management practices to plan preventative maintenance and capital expenditures
- Expert in P&L budgeting and internal audits, performing gap analyses, and creating new business processes, with Microsoft Word and Excel, to mitigate financial risks in labor, inventory management, accounts receivable and capital expenditures
- Utilized KPI'S for SMART strategic planning with my management teams, creating processes to clearly delineate responsibility, maximizing accountability and results
- Responsible for interviewing, hiring, training, promoting, managing time-off requests, performance evaluations, and corrective actions including and up to termination
- Using Microsoft Word and Excel, I created business processes to increase efficiencies in training, facility and shrink management
- Collaborated with field leadership and corporate teams on operational improvements in human resources, sales building, and merchandising execution
- One of three store leaders invited to take part in a cross-functional team responsible for choosing the new labor management software for the company
- Also invited to beta-test the new labor management software and support building the SOP
- Became the new labor management software SME and trainer for the 60 management teams of the Northern Division

Sep 2006 — Nov 2010

Restaurant Manager, Steak n Shake

Urbana, IL

- Built customer relationships, increasing store sales year over year by 3% on average
- Responsible for hiring, training, time-off management, scheduling, corrective action including and up to termination
- Demonstrated customer focus by having the lowest customer complaints in the company for two years
- Managed food cost by creating a new ordering process that relied on sales data to maximize cost efficiency
- Responsible for personnel interviewing, hiring, and training program improvements

NON-PROFIT WORK

Oct 2011 — Apr 2017

Food Delivery Support

Champaign-Urbana
Coalition for the Homeless

- Used personal vehicle to pick up donated food from different locations around time (schools, restaurants) and delivered them to local homeless shelters

EDUCATION

B.S. in Political Science , University of Illinois

Urbana, IL

CERTIFICATIONS

Servant Leadership, Gordon Food Service

Situational Leadership II , Gordon Food Service

SQL, Udemy

Google Data Analytics, Google

P-Card, University of Illinois

T-Card, University of Illinois

Accounts Receivable Processing, University of Illinois

Banner and Finance I, University of Illinois

AP 100: Introduction to Payables, University of
Illinois

REFERENCES

Phil Kearney from Wilkens Foodservice

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