**Antwan Dixon**

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**Professional Summary**

Talented Manager with proven team leadership, planning and organizational skills built during my past employment experiences. I am a diligent trainer and mentor with exceptional management abilities and a results-driven approach.

**Skills**

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| * Negotiation and Conflict
* Resolution Operations Management
* Commercial Driving
* Teamwork and Collaboration
* Conflict Resolution
 | * Performance Evaluations
* Complex Problem-Solving
* Customer Relationship Management (CRM)
* Business Analysis and Reporting
 | * Marketing
* Strategic Planning
* Team Leadership
* Hiring and Training
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* Load Balancing
* Payment Collection
* Cargo Handling
* Commercial Driving
* GPS Navigation
* Vehicle Maintenance
* Problem-Solving
* Customer Service
* Positive Attitude
* Shopping Orders
* Teamwork and Collaboration
* Safe Driver Training
* Dependable and Reliable
* Conflict Resolution
* Multitasking
* Equipment Operation
* Workforce Management
* Policy Implementation
* Team Leadership
* Performance Evaluations
* Complex Problem-Solving
* Customer Relationship Management (CRM)
* Staff Management
* Schedule Preparation
* Product Management
* Budget Management
* Staff Training
* Shift Scheduling
* Hiring and Training
* Problem Resolution
* Performance Reviewing
* Negotiation and Conflict Resolution
* Business Analysis and Reporting
* Strategic Planning
* Marketing
* Operations Management
* Performance Management

**Work History**

Delivery Driver, 06/2023 to Current

7 Degrees Logistics – Pontiac, MI

* Completed on-time deliveries by choosing best and most efficient routes.
* Delivered packages to customer doorsteps and business offices.
* Maintained upbeat, positive attitude in busy, customer-focused environment.
* Completed rush deliveries on tight timetables to satisfy customer needs.
* Read maps, followed oral, and written instructions, and used GPS technology to make deliveries.
* Operated vehicle safely in highly congested areas with no traffic violations.
* Loaded truck and properly secured items to prevent damage for deliveries.
* Verified accuracy of all deliveries against order forms.
* Inspected and maintained delivery vehicles regularly to keep in safe working order.
* Communicated with dispatchers to stay informed of changes to routes and delivery schedules.
* Kept detailed mileage and fuel reports to track overall fuel costs.

Delivery Driver, 04/2020 to Current

WalMart Spark – Davison, MI

* Completed on-time deliveries by choosing best and most efficient routes.
* Delivered packages to customer doorsteps and business offices.
* Completed rush deliveries on tight timetables to satisfy customer needs.
* Read maps, followed oral, and written instructions and used GPS technology to make deliveries.

General Manager, 04/2018 to 06/2023

Checkers & Rally's Restaurant – New Orleans, LA & Flint, MI

* Developed and implemented strategies to increase sales and profitability.
* Managed budget implementations, employee reviews, training, schedules, and contract negotiations.
* Monitored financial performance, set budgets and controlled expenses to provide financial stability and long-term organizational growth.
* Trained new employees on proper protocols and customer service standards.
* Scheduled employees for shifts, taking into account customer traffic and employee strengths.
* Interacted well with customers to build connections and nurture relationships.
* Trained and guided team members to maintain high productivity and performance metrics.
* Handled problematic customers and clients to assist lower-level employees and maintain excellent customer service.
* Tracked employee attendance and punctuality, addressing repeat problems quickly to prevent long-term habits.
* Monitored daily cash discrepancies, inventory shrinkage and drive-off.
* Assisted District Manager with hiring and training associates for various locations.

General Manager, 06/2015 to 04/2018

Xcell Communications – Jackson, MS

* Developed and implemented strategies to increase sales and profitability.
* Performed employee reviews and training.
* Maximized efficiency by coaching and mentoring personnel on management principles, industry practices, company procedures, and technology systems.
* Managed purchasing, sales, marketing and customer account operations efficiently.

Catering and Events Manager, 02/2013 to 08/2016

Newks Eatery Cafe – Ridgeland, MS

* Generated ideas to enhance and expand current event offerings.
* Managed administrative logistics of events planning, event booking, and event promotions.
* Coordinated with kitchen or catering staff on delivery, timing and service style of food.
* Verified prepared food met standards for quality and quantity before serving to customers.
* Enhanced financial controls to minimize theft and loss risks, continuously maintaining accurate accounts and cash drawers.
* Handled escalated customer concerns with speed and knowledgeable support to achieve optimal satisfaction and maintain long-term loyalty.
* Ensured all orders are fulfilled and sustained in an orderly conduct.
* Managed Sales Representatives schedules

FOH Supervisor, 06/2010 to 02/2013

Nicks Seafood – Gluckstadt, MS

* Maintained positive team environment by encouraging teamwork and respect in accordance with company mission.
* Demonstrated leadership by keeping up with cleanliness and organization and delegating roles to employees.
* Resolved guests complaints while maintaining positive customer environment.
* Coordinated kitchen activities with front-of-house staff for seamless and service.
* Managed day-to-day FOH operations to drive quality, standards, and meet customer expectations.
* Maintained schedules for FOH staff (servers and bussers)

**Education**

Associate of Applied Science: Business Administration

Hinds Community College - Jackson

High School Diploma

Flint Southwestern Academy - Flint, MI