

## Misty Donough

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### WORK EXPERIENCE

<b>General Manager</b>	<b>Fast Park &amp; Relax, Milwaukee, WI</b>	<b>September 2013-Present</b>
<ul style="list-style-type: none"><li>• Manage a staff of 30 to 35 employees; scheduling 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shifts on a weekly basis</li><li>• Ensure excellent customer service through overseeing personnel and daily operations</li><li>• Meet customer expectations through attentiveness to operations, as well as, assisting with online accounts, answering phone calls, and returning emails in a timely manner</li><li>• Make personnel changes through counseling, disciplining, hiring, and terminating employees in collaboration with management and company standards</li><li>• Audit daily paperwork to ensure that various totals match the daily operation reports</li><li>• Process all expenses related to the facility (Lot M &amp;R, Bus R&amp;M, Office expense, Fuel, Employee Testing/Development, and General Expenses) on a weekly basis</li><li>• Review payroll daily to ensure scheduled time matches time card punches; in addition, processing payroll on a bi-weekly basis for all staff members including vacation/holiday time</li><li>• Pay close attention to detail on monthly comps such as percentage of growth and increased revenue</li><li>• Work with fellow management on a weekly in-house audit, observing drivers and cashiers, ensuring cash control, and inspecting lot and shuttle maintenance</li><li>• Oversee mechanics and garage operations in regards to PMI's and timely turnaround of shuttle repairs</li><li>• Coordinate with various vendors for repairs, maintenance, and deliveries in regards to the facility needs</li><li>• Responsible for facility P&amp;L in gross annual assets of \$3-4 Million</li><li>• Active involvement with the Gateway to Milwaukee and Airport area business community</li></ul>		
<b>Facility Manager</b>	<b>Fast Park 2, Houston, TX</b>	<b>December 2011-August 2013</b>
<ul style="list-style-type: none"><li>• Managed a staff of 65 to 70 employees; scheduling 1<sup>st</sup>, 2<sup>nd</sup>, and 3<sup>rd</sup> shifts on a weekly basis</li><li>• Ensured excellent customer service through overseeing personnel and daily operations</li><li>• Met customer expectations through attentiveness to operations, as well as, assisting with online accounts, answering phone calls, and returning emails in a timely manner</li><li>• Made personnel changes through counseling, disciplining, hiring, and terminating employees in collaboration with management and company standards</li><li>• Audited daily paperwork to ensure that various totals match the daily operation reports</li><li>• Processed all expenses related to the facility (Lot M &amp;R, Bus R&amp;M, Office expense, Fuel, Employee Testing/Development, and General Expenses) on a weekly basis</li><li>• Reviewed payroll daily to ensure scheduled time matches time card punches; in addition, processing payroll on a bi-weekly basis for all staff members including vacation/holiday time</li><li>• Paid close attention to detail on monthly comps such as percentage of growth and increased revenue</li><li>• Worked with fellow management on a weekly in-house audit, observing drivers and cashiers, ensuring cash control, and inspecting lot and shuttle maintenance</li><li>• Oversaw mechanics and garage operations in regards to PMI's and timely turnaround of shuttle repairs</li><li>• Coordinated with various vendors for repairs, maintenance, and deliveries in regards to the facility needs</li><li>• Responsible for facility P&amp;L in gross annual assets of \$3-5 Million</li><li>• Went through a merger of an acquired lot, increasing parked spaces to 3,700 from 2,200</li><li>• Relocated to Milwaukee for General Manager position within the company</li></ul>		

**Assistant Manager****Airport Fast Park, Cleveland, OH****December 2008-2011**

- Assisted General Manager on specific tasks related to overall operations
- Given Acting Manager role when General Manager traveled to various locations within the company
- Managed a staff of 45 to 50 employees
- Ensured excellent customer service through overseeing personnel and daily operations
- Met customer expectations through attentiveness to operations, as well as, assisting with online accounts, answering phone calls, and returning emails in a timely manner
- Made personnel changes through counseling, disciplining, hiring, and terminating employees in collaboration with management and company standards
- Audited daily paperwork to ensure that various totals match the daily operation reports
- Processed all expenses related to the facility (Lot M &R, Bus R&M, Office expense, Fuel, Employee Testing/Development, and General Expenses) on a weekly basis
- Reviewed payroll daily to ensure scheduled time matches time card punches; in addition, processing payroll on a bi-weekly basis for all staff members including vacation/holiday time
- Paid close attention to detail on monthly comps such as percentage of growth and increased revenue
- Worked with fellow management on a weekly in-house audit, observing drivers and cashiers, ensuring cash control, and inspecting lot and shuttle maintenance
- Relocated to Houston for Facility Manager position within the company

**Internal Operations Auditor****Axcess Financial Services, Inc. Cincinnati, OH****2006-2008**

- Performed audits of store locations nationwide ensuring compliance with company policies as well as state and federal regulations while discovering and investigating various frauds to minimize losses
- Traveled 35%-50%
- Created Quarterly Executive Summary Reports detailing audit findings for senior management to review
- Informed and trained field personnel on correct operating procedures, also prepared and presented training presentations to field personnel around the audit process
- Completed work paper reference documents for store audits
- Organized travel for audit trips and completed monthly expense reports
- Participated in various audit projects and development of the store audit program

**Store Manager****Snappy Tomato Pizza, Cincinnati, OH****2005-2006**

- Managed and developed staff of 12 employees to promote teamwork and customer service
- Duties included interviewing prospective employees, training new hires, creating employee schedules, handling customer complaints and maintaining food and labor costs

**EDUCATION****Bachelor of Science in Education****Maranatha Bible College, Watertown, WI****1997-2002****REFERENCES:** References available upon request