

Michael Thornton

General Manager | P&L Leadership, Operations & Team Development

Phoenix, AZ

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\$12M

REVENUE MANAGED

+18%

REVENUE GROWTH

14%

EBITDA MARGIN

85

TEAM MEMBERS

EXECUTIVE SUMMARY

General Manager with 3.5 years of experience running a \$12M multi-unit hospitality and retail operation with full P&L accountability. Grew revenue 18%, improved EBITDA margin from 9% to 14%, and led a team of 85 with 30% lower turnover. Skilled in budgeting, operations, vendor negotiation, customer experience, and talent development; MBA, Arizona State University.

CORE COMPETENCIES

Leadership: P&L Management, Strategic Planning, Budgeting & Forecasting, Team Building, Performance Management, Succession Planning, Cross-Functional Leadership

Operations: Multi-Unit Operations, Cost Control, Vendor Negotiation, Inventory & Labor Planning, Customer Experience, Health & Safety Compliance, Marketing Partnerships

Systems: Excel (Advanced), Oracle Micros, ADP, Toast, Tableau, Microsoft Office

PROFESSIONAL EXPERIENCE

General Manager

Jan 2023 – Present

Desert Ridge Hospitality Group — Phoenix, AZ

- Direct daily operations of a \$12M revenue business across 3 locations and 85 employees with full P&L accountability.
- Grew annual revenue 18% and improved EBITDA margin from 9% to 14% through pricing, menu engineering, and labor scheduling.
- Reduced employee turnover by 30% by launching manager training, career paths, and recognition programs.
- Renegotiated 12 vendor contracts for \$380K in annual savings while improving on-time delivery to 98%.
- Raised guest satisfaction from 4.1 to 4.6 stars and passed all health and safety audits with scores above 96%.

Assistant General Manager

Jul 2021 – Dec 2022

Southwest Retail Concepts — Scottsdale, AZ

- Managed budgets and staffing for a \$4.5M location; beat sales targets 7 of 8 quarters.
- Hired, trained, and developed 30 team members, promoting 5 to supervisory roles.
- Cut shrink by 22% through inventory controls and cycle counts.

COMMUNITY & LEADERSHIP

Board member, Phoenix Chamber of Commerce Young Professionals; led annual fundraiser that raised \$45K for local food banks.

EDUCATION

Master of Business Administration

Arizona State University, W. P. Carey School — Tempe, AZ
2023

Bachelor of Science in Business Management

Northern Arizona University — Flagstaff, AZ
2021 | GPA 3.5

CERTIFICATIONS

- ServSafe Manager
- Lean Six Sigma Yellow Belt
- OSHA 10-Hour