

AYYAN SHAHZAD

Hospitality & Operations Leader | Multi-Unit Venue & Retail Management

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PROFESSIONAL SUMMARY

Hospitality and operations leader with 13+ years of progressive experience spanning upscale lounge and bar operations, multi-unit retail, multi-concept restaurants, and international supply chain. Currently direct three concurrent Miami locations with full P&L ownership, growing venue revenue to \$1.2M (20% YoY) while holding labor to 28% of revenue. Known for building accountable teams, protecting margin through disciplined purchasing and inventory control, and driving revenue through premium event programming and guest experience standards.

PROFESSIONAL EXPERIENCE

General Manager | Wynwood Lounge & Bar

2018 – Present

Miami, FL • High-volume upscale lounge & bar, Wynwood Arts District

- Grew annual venue revenue to \$1.2M (20% YoY) by designing and executing a premium events calendar of 150+ programmed nights per year, spanning DJ residencies, watch parties, and themed cultural events.
- Hold labor cost to 28% of revenue while leading a 20-person cross-functional team (floor, bar, events, security) by tying weekly schedules to traffic patterns and revenue KPIs.
- Improved beverage margin 5 points by renegotiating 12 supplier contracts and tightening inventory pars; own purchasing, weekly counts, and receiving, root-causing variances to reduce shrink.
- Increased guest retention and repeat visitation 15%, tracked through POS and reservation data, by enforcing SOP-driven service standards and resolving escalated guest issues personally.
- Sustained 100% licensing and regulatory compliance across 25 inspections; prepare monthly P&L reporting and re-forecasts against budget.

Director of Operations | Joint Effort LLC

2018 – Present

Miami, FL • Two specialty retail locations, held concurrently with General Manager role

- Lifted combined two-store sales 18% YoY by rolling out upsell training and customer-experience standards to a 15-person team, building an internal pipeline through succession planning.
- Improved inventory turns from 8 to 11 and cut stockouts 35% by restructuring procurement and replenishment across 20 vendors.
- Built Power BI dashboards tracking sales, inventory turns, and labor that cut monthly reporting time 60% and surfaced \$50,000 in cost savings; store-level SOPs reduced shrink and process errors 25%.

Restaurant Manager | Multi-Concept F&B Group

Jan 2017 – Dec 2017

Florida • Sultan Cafe & Lounge, Bombay Cafe, Shalimar Restaurant & Bar

- Directed scheduling, training, and accountability for 35 front-of-house staff across 3 concepts simultaneously, maintaining 4.6 guest review ratings.
- Held food cost to 30% across all three concepts by coordinating inventory and purchasing directly with kitchen teams and vendors.

Operations & Logistics Manager | Expert Enterprise Office

Jun 2013 – Dec 2015

Lahore, Pakistan • Supply chain, warehouse & distribution operations

- Raised on-time product availability to 98% by optimizing end-to-end supply-chain flows, and cut procurement costs 12% by renegotiating and consolidating supplier agreements.
- Improved warehouse productivity 22% by implementing SOPs and accountability systems for a 30-person operations team.

EDUCATION

B.A.S., Operations Management & Supervision, Miami Dade College, 2023 • Concentration: Hospitality Management • Dean's List

Certified Business Specialist Diploma, Miami Dade College

CORE COMPETENCIES & SYSTEMS

Multi-Unit Operations • P&L Management & Re-Forecasting • Purchasing, Inventory & Vendor Negotiation • Event Programming & Revenue Generation • Hiring, Training & Team Development • Guest Experience & Service Recovery • Labor Planning & Cost Control • SOP Development & Compliance • Loss Prevention

Systems: POS & Inventory Systems • Microsoft Excel, Word, Outlook • Power BI & SQL Reporting • QuickBooks • Fluent English & Urdu; Conversational Spanish