

Alveretta Harper

Franchise Owner

Profile

Dedicated Franchise Owner with a year of experience in successfully operating and managing a profitable franchise location. Demonstrates exceptional business acumen, customer service skills, and operational efficiency in driving revenue growth and customer satisfaction. Adept at fostering strong relationships with franchisor, staff, and vendors to ensure a thriving business environment. Committed to continued professional development and staying current with market trends to maintain a competitive edge and drive business success.

Employment History

Franchise Owner at The UPS Store, ID

Apr 2023 - Present

- Increased annual revenue by 25% in two years, from \$500,000 to \$625,000, through strategic marketing efforts and exceptional customer service.
- Streamlined store operations, reducing overhead costs by 15% and increasing overall efficiency by implementing new inventory management systems and staff training programs.
- Improved customer satisfaction rating from 85% to 95% within one year by implementing a comprehensive employee training program focused on enhancing communication skills and problem-solving abilities.
- Successfully expanded the franchise by opening two additional store locations within three years, generating an additional \$750,000 in combined annual revenue.

Assistant Franchise Owner at Great Clips, ID

Aug 2022 - Mar 2023

- Successfully increased overall store revenue by 15% within the first year of management, resulting in a total annual income of \$600,000 for the Great Clips, ID franchise.
- Implemented a new marketing strategy that attracted an additional 200 monthly clients, contributing to a 10% growth in the customer base and a subsequent increase in sales.
- Streamlined staff training processes, reducing training time by 25% while maintaining high employee performance levels, leading to a more efficient and productive team.
- Achieved a 90% customer satisfaction rating through the implementation of improved customer service initiatives, enhancing the reputation and brand image of the Great Clips, ID franchise.

Certificates

Certified Franchise Executive (CFE)

Feb 2022

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📍 123 Main St, Boise, ID 83702

Education

Bachelor of Business Administration in Franchise Management at Boise State University, Boise, ID

Sep 2018 - May 2022

Relevant Coursework: Franchise Operations and Management, Marketing and Sales Strategies, Business Law and Ethics, Financial Management, Human Resources, Supply Chain Management, and Strategic Planning.

Links

[linkedin.com/in/alverettaharper](https://www.linkedin.com/in/alverettaharper)

Skills

Budgeting

Marketing

Negotiation

Leadership

Networking

Time-management

Decision-making

Languages

English

German