
JORDAN WHITMIRE

OPERATIONS EXECUTIVE & PEOPLE-FIRST LEADER

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Building better leaders. Stronger businesses.

People-first operations executive who helps organizations turn operational challenges into stronger teams, healthier cultures and measurable business performance. Experience spans multi-location operations, luxury hospitality and business transformation, blending leadership development with operational discipline.

LEADERSHIP IMPACT

\$12–15M Annual revenue managed in multi-location operations	300+ Team members led and developed	25+ Leaders promoted into management roles	~20% Year-over-year sales growth during a turnaround
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Sales growth reached approximately 20% by months three to four of the turnaround.

PROFESSIONAL EXPERIENCE

General Manager, New Market Launch

2026

Cook Out • Foley, Alabama

- Completed a 12-week management training program and helped establish operations in a new market, including staffing, team development and service execution.

Associate Manager

2025–2026

Cracker Barrel

- Supported high-volume restaurant and retail operations, frontline leadership, guest experience and execution standards.

Resort General Manager

2023–2024

Outrigger Resorts & Hotels • Kauai, Hawaii

- Led a luxury hospitality portfolio exceeding \$10 million annually.
- Owned operating performance, budgeting and forecasting.
- Collaborated with ownership, HOA representatives and corporate executives.

CAREER FOCUS Executive operations • Organizational leadership • Luxury hospitality

Based in Pensacola; open to leadership opportunities in Florida, Georgia and Tennessee.

PROFESSIONAL EXPERIENCE, CONTINUED

Executive Director / Director of Operations

2007–2023

Chick-fil-A • Progressive leadership roles

- Progressed through roles spanning training, general management, operations and executive leadership.
- Oversaw 3–4 locations and \$12–15 million in annual revenue, guiding teams of 300+.
- Promoted 25+ leaders and supported market launches in multiple states.

Business Development & Operations

Earlier

Family-owned consumer products business

- Supported customer acquisition, sales, order fulfillment and business relationships.
- Contributed as the business expanded distribution to Disney World and NASCAR events.

SELECTED LEADERSHIP STORY

Turning a struggling operation into a stronger one.

Engaged by a former operator to address serious cultural and performance challenges, starting with listening, observing and identifying the underlying problems.

Diagnose before acting. Identified leadership, culture and profitability concerns in the first three days of a consulting engagement.

Rebuild trust and routines. Set clear expectations, introduced weekly leadership meetings, restored structured training and coached team members directly.

Put discipline behind the vision. Implemented frequent labor reviews and reestablished production controls, partnering with functional leaders to sustain improvement.

LABOR COST 23–24% to 18.5–19%

SALES GROWTH Approximately 20% year over year

Sales growth reached approximately 20% against the corresponding prior-year period by months three to four of the turnaround.

CORE CAPABILITIES

Leadership & Culture Executive leadership • Talent development • Succession planning • Coaching & mentorship • Change leadership • Team engagement

Operations & Finance P&L responsibility • Budgeting • Forecasting • Labor management • Cost controls • Operating systems • Performance KPIs

Growth & Partnerships Revenue growth • Market launches • Business development • Guest experience • Ownership relations • Multi-unit strategy

People first. Accountability always. Results follow.

Give people the tools to succeed, build mutual respect and help others grow into confident, independent leaders.