

## KIRA BULA



### PROFILE

Operations and Business Manager with 10+ years of progressive leadership experience across hospitality, financial services, and customer-focused industries. Proven track record in optimizing workflows, managing large teams, and exceeding performance metrics in high-volume, fast-paced environments. Bilingual and adaptable, with a hands-on leadership style, a strong customer service ethic, and a passion for building accountable, high-performing teams. MBA in Operations Management and skilled in stakeholder relations, compliance, and employee development.

### CONTACT

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Florida

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### HOBBIES

Traveling  
Working out  
Rollerblading  
Music  
Eating  
Writing  
Reading

## WORK EXPERIENCE

- **Operations & Business Development Manager**  
Private Restaurant Group – North Miami Beach, FL  
May 2020 – Present  
Lead day-to-day operations across all departments, including kitchen, service, and logistics in a fast-paced, high-traffic setting.  
Supervise 25+ staff (hourly and salaried), oversee scheduling, payroll, and recruitment while maintaining labor efficiency.  
Successfully implemented new POS and inventory systems, improving transaction speed, reporting accuracy, and stock tracking.  
Partnered with suppliers, vendors, and cross-functional teams to elevate brand identity, streamline services, and enhance guest experience.  
Enforced food safety protocols and compliance standards, minimizing risk and boosting customer trust.  
Played a key role in business rebranding and growth strategy, improving customer retention and sales.
- **Financial Center Manager**  
Bank GNB Sudameris – Bogotá, Colombia  
June 2014 – June 2016  
Directed a financial branch with 17 team members; managed operations, compliance, customer service, and sales performance.  
Drove productivity initiatives that reduced wait times and improved service ratings.  
Ensured adherence to banking regulations, security protocols, and internal audit standards.
- **Bank Teller**  
Bank GNB Sudameris – Bogotá, Colombia  
September 2011 – June 2014  
- Performed front-line operations, including transaction processing and customer service.  
- Maintained accurate records and supported compliance with security and audit protocols.
- **Waitress**  
North Miami Beach, FL  
July 2017 – May 2020

Supported high-volume service operations;  
collaborated with kitchen and floor teams to deliver  
fast, attentive guest service.  
Contributed to workflow optimization and upheld  
brand service standards during peak hours.

## EDUCATION

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### **Atlantis University**

January 2018 – December 2019  
MBA: Master of Business Administration

### **Universidad Autonoma de Colombia**

2009 - 2014  
Bachelor: Industrial Engineering

**English as a Second Language (ESL)** – Aventura Talk English School,  
Miami, FL  
July 2016 – December 2017

## CORE COMPETENCIES

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- Team Leadership (Hourly & Salaried)
- Customer Experience & Engagement
- P&L Oversight & KPI Performance
- TSA, Vendor & Partner Relations
- Scheduling, Payroll & Labor Optimization
- Training, Coaching & Performance Management
- Cross-Functional Collaboration
- Regulatory Compliance & Safety Protocols
- Technology Integration (POS, Inventory)
- Fluent in English & Spanish

### **Technical & Professional Skills**

- Microsoft Excel, Google Sheets, POS Systems
- Project & Time Management
- Staff Scheduling & Payroll Oversight
- Warehouse & Fulfillment Operations
- Food Safety & Regulatory Compliance
- Strong Communication & Decision-Making
- Wellness & Team Morale Focus

### **Availability & Eligibility**

- Available to work weekends, holidays, and early/late shifts
- Eligible for government background investigation