

MICHAEL RAASHAD McGUIRE

OPERATIONS LEADER | HIGH-VOLUME EXECUTION • TEAM DEVELOPMENT • PROCESS DESIGN

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SUMMARY

Operations leader who has run floors, routes, crews and openings. Six thousand to ten thousand packages a day. Ninety-plus employee restaurant operations. Restaurant launches from concept through opening. I build the SOPs, train the people, and stay until the thing runs without me. Everything I know about systems I learned somewhere the system failing meant somebody's night went wrong at 2am.

CORE COMPETENCIES

Operations: High-volume distribution • Route and fulfillment management • Shrink analysis • Inventory and vendor relations • Scheduling • Shift leadership • Incident response

People: Team development • Staff training • Hiring and onboarding • Daily huddles • Performance coaching • Stakeholder and ownership reporting

Process: SOP development • Workflow design • Change management • Launch and opening management • Compliance (HIPAA, ServSafe) • Metrics and reporting

Systems: POS systems • HubSpot CRM • Slack • Microsoft 365 • ServiceNow • Power BI • Scheduling platforms • Endpoint and access management

PROFESSIONAL EXPERIENCE

System Administrator

Life and Favor Home Care — Indianapolis, IN | Mar 2026 – Present

- Brought in by ownership to scale the business. Designed and staffed the entire back-office administration function — SOPs, workflows, and hands-on training for staff who had never used a CRM.
- Moved client records, scheduling and provider communication off paper and onto secure cloud systems with no interruption to client service.

Logistics Operations Lead

Veho — Detroit, MI | 2023 – 2026

- Directed daily distribution of 6,000–10,000 packages: route troubleshooting, fulfillment execution, driver workflows and shrink analysis in a live, time-critical operation.

Operations Manager

Hookah by Cece LLC — Atlanta, GA | 2020 – 2022

- Ran a 90+ employee hospitality operation and restructured it to roughly \$100K in monthly revenue within a year, through peak COVID.

Project Manager / Operations Lead

Toast on Lenox — Atlanta, GA | 2022 – 2024

- Led a restaurant launch from concept through opening: SOP development, systems setup, vendor coordination, staffing, marketing execution and event coordination, reporting to ownership.

Hospitality Operations

Harold's Chicken Ice Bar — Edgewood, Atlanta, GA | 2019 – 2023

- High-volume nightlife, bar and hookah operations. Guest recovery, upselling, staff training and floor leadership through peak service.

SELECTED BUILDS

Leadership training. University of Michigan Leadership MicroMasters, Ross School of Business — Managing Talent, Inspiring and Motivating Individuals. ITIL Foundation. Certified Associate in Project Management (PMI). ServSafe Manager.

CERTIFICATIONS & EDUCATION

Certifications: CompTIA Security+, Network+, A+ • LPI Linux Essentials • AWS Certified Cloud Practitioner • Google Cloud • Google IT Support • ITIL Foundation • CAPM • U-M Leadership MicroMasters (Ross) • 25+ more, all link-verifiable

Education: B.S. Information Technology, Western Governors University (2026) • A.A. Business, Lewis College