

John E. Mays, MBA, PMP, FMP

PROFILE

- Inspirational and results-driven leader with extensive experience in people development, training, project management, cross-functional team leadership, operations management and brand protection
- Proven success in developing and delivering innovative strategies for people development, financial performance improvement, world class training; consistently implementing programs that create a culture of knowledge, improve operations, reduce inefficiencies, and boost bottom-line profits
- People champion and culture builder, committed to developing a positive, collaborative, quality-oriented environment that empowers and engages individuals and teams to achieve breakthrough results.

PROFESSIONAL HISTORY

YUM Brands – KFC-US, Louisville, KY

9/15 – Present

Director Equity & Inclusion (8/20 – Present)

- Building a holistic equity and inclusion vision and strategy for KFC-US that weaves equity and inclusion into every area of the business.

Franchise Business Coach, Operations (9/18 – 7/20)

- Team Leader of operations consultants that supports 70 franchisees in over 1,100 franchise restaurants operating in over 20 states with a total sales footprint of over 1 billion dollars annually.

Indiana Wesleyan University, Louisville, KY

11/19 – Present

Adjunct Professor, DeVoe School of Business

- Classroom and online instructor: teaching, supporting and training future leaders in multiple areas of business management and leadership

YUM Brands – KFC-US, Louisville, KY

Manager, Restaurant Strategies (REX) 9/15 – 8/18

- High visibility position; consulting, aligning and coaching franchisees and corporate management on new operating systems, new procedures and best practices through multiple channels
- Established, implemented and maintain operational project management stage gate process

Cracker Barrel Old Country Store, Houston, TX

2/13 – 8/15

General Manager

- P&L accountability for \$5.5 million restaurant and retail store
- Coach, onboard, develop, and mentor a team of 7 managers and 130+ employees to excellence

Cracker Barrel Old Country Store, Lebanon, TN

8/07 – 2/13

Project Manager, Product Development (3/10 – 2/13)

- Cross-functional team lead and operations influencer in the product development process
- High profile position, as the lead on instructional videos for companywide product and equipment rollouts.

John E. Mays

Page 2

Management Training Specialist (08/07 – 5/10)

- Served as a Regional Management Training Specialist responsible for leading field-based MIT training and development throughout one operating region (over 60 units in MI, IL, OH, WI, MN, IN)
- Developed & executed highly effective management workshops throughout the nation

~ ADDITIONAL ROLES & COMMUNITY INVOLVEMENT ~*Master Builders Academy, West End Louisville, KY*

04/16 – Present

Vice President - Board of Directors

- Facilitate bi-weekly forums on leadership development, financial solvency and business building
- As a founding board member responsibilities include: creating a sustainable vision, development of relevant business model, drafting of bylaws, and leading the organization through its establishment as a 501 (c)(3)

Louisville Regional Science and Engineering Fair, Louisville, KY

10/16 – 10/19

Board of Directors

- Voting board member. LRSEF is an active organization with a passion and interest in the science, technology, engineering and mathematics (STEM) fields of study and careers.
- The primary purpose of the nonprofit LRSEF is to host an annual science & engineering fair for Kentucky students in grades 6-12 from 52 counties, and to provide students the life changing opportunity attend an international science fair.

Houston Area Urban League Board of Directors, Houston, TX

6/13 – 10/15

Active Board Member – (Chairman - Program Committee)

- Voting member with the responsibility to validate policies, procedures and regulations for the operation of the organization, the organization's financial health, programs and overall performance
- Facilitated a mutually beneficial partnership between HAUL and Cracker Barrel Old Country Store

Samaritan Ministry, Nashville, TN

12/09 – 1/13

Shift Leader – Key Holder

- As the Weekend Shift Leader, maintain responsibility for opening, closing and team leadership this all-volunteer faith-based service organization which serves up to 200 meals per day

EDUCATION & CREDENTIALS*Tennessee State University Graduate & Professional School, Nashville, TN***Master of Business Administration**

2006

Lifetime Member, Beta Gamma Sigma International Honor Society (2006-present)

Bachelor of Business Administration in Business Information Systems

2003

~ CERTIFICATIONS ~

- **Project Management Professional (PMP)**, Project Management Institute (PMI)
- **Foodservice Management Professional Certification (FMP)**, National Restaurant Association Educational Foundation (NRAEF)