JOSEPH DUDEK

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EXPERIENCED PARKING MANAGER

PROCESS IMPROVEMENTS ~ BUDGETING & MARKETING MANAGEMENT ~ BUSINESS & OPERATIONS DEVOPMENT

Dynamic and accomplished senior-Level Manager with extensive hands-on experience in operations, management, business leadership and financial analysis. Possess superior skills in gathering, analyzing and evaluating financial data and presenting actionable recommendations to senior leadership. Strategic planner and results oriented leader with keen ability to formulate and implement unique tactical business plans in a progressive environment where business priorities are constantly evolving. Forward thinking and motivational team leader; promoting industry leadership and influence through associate involvement and instruction. Exceptional interpersonal skills, engaging rapport builder; effective in building positive working relationships, at all levels, based on accessibility, responsiveness, professionalism and trust. Shrewd analyst and determined problem solver with an eye for detail, strong quantitative skills and extensive process knowledge.

AREAS OF EXPERTISE

- Financial & Strategic Planning
- Accounting & Financial Operations
- Profit Building
- Budget Forecasting & Management
- Parking Management
- High-Caliber Presentations
- Project Management
- Cross-Functional Leadership
- Staff Development
- Revenue Generation
- Process Improvement
- Productivity Enhancement
- Organizational Improvement
- Team Building & Mentoring
- Human Resources Management

PROFESSIONAL EXPERIENCE

CENTRAL PARKING SYSTEM/SPPLUS
THE LOS ANGELES INTERNATIONAL AIRPORT, Los Angeles, CA 2007-Present
General Manager
Oversaw, led and directed the daily operations of a large operation managing **800 employees** and generating over **$85 million dollars** in annual revenue. Built a very strong and enduring relationship with key contacts with the Prime Los Angeles World Airports; serving as its prime liaison and point of contact. Serve as a location advocate for all stakeholders.
Notable Accomplishments

- Catalyzed significant increase in operational efficiency.
- Improved gross profit margin despite reduction in net revenue
- Built a synchronized team maximizing individual talents for mutual success.
- Developed a strong working relationship with Teamsters Local 911 representatives.

BURBANK/BOB HOPE AIRPORT, Burbank, CA 2001-2011
Primary Accountable
Aggressively pursued notoriously difficulty clients, restored client confidence and built enduring relationships. Primary consultant to the Authority on the acquisition and installation of a state of the art revenue control system.
Notable Accomplishments

- Grew valet operation from 10,000 vehicles per month to 50,000 per month.

PRIORITY ONE SERVICES, Lafayette, CA 1999-2001
Vice President of Operations

- Directly responsible for all aspects of operations of airport parking locations owned or managed by Priority One Parking. Specific responsibilities include:
- Hiring of senior level management team, budgets for all locations and implementation of company policies and procedures.

PROFESSIONAL EXPERIENCE CONT:

- Asset Management, and oversight of day-to-day operations at Park One at LAX. Park One generates $12 million a year in revenue with an NOI of $7.2 million. The project has 100 employees.
- Overseeing the day-to-day operations of Park Place in St. Louis, a 1,500 space airport parking facility.
- Strategic reversal of Park Place losses of $750,000 after debt services, to breakeven beginning in January 2001.
- Budgeting and forecasting for all properties now owned or operated by Priority One, as well as properties in future consideration.
- Developing an offsite Airport parking facility AirPark in Ontario, California with plans to operate it. Prior to opening, the facility was purchased by Park & Fly for a 300% profit to Priority One.

CENTRAL PARKING SYSTEM - PARK ONE, Los Angeles, CA 1989-1999/2000-2007
Operations Manager, 2001-2007
Senior Project Manager Park One, 1995-1999
Operations Manager, 1994-1995
Area Manager, 1989-1994
Spearheaded and oversaw execution of managerial roles with progressively increasing responsibilities over a span of 15 years. During this time; oversaw the opening of new locations, management development, cash and cost Control, budgeting and financial statements; also supervised the daily activities of direct reports including hiring, training, development, evaluation and payroll. Directed and oversaw the successful operation of all parking locations which included customer service, special events, accounts payable, and staffing. Generated and managed operating budgets for over 6 locations. Scope of duties encompassed and entailed:

Aggressive Revenue Generation

- Realized gross revenues of over $15.0 million annually while also managing P&L responsibilities.
- Established on-site car wash customer amenity program which resulted in a 300% revenue increase.
- Directly responsible for property growth to a value of over $80,000,000.

Leadership & Project Management

- Oversaw 30 Projects and Area Managers who supervise 140 locations and 1 On-Street Parking Enforcement program for the City of Carson.
- Managed Park One, a mixed-use, high profile Los Angeles International Airport parking facility with annual gross revenue of $12 million per year.
- Managed and marketed parking services for 19 high profile retail, self park, and valet and first class multi-use parking facilities in the greater Los Angeles area.

Marketing and Brand Management

- Oversaw and directed all marketing initiatives in the city of Los Angeles which included acquiring new business, and the preparation and submission of marketing proposals

Human Resources Management

- Oversaw a staff team of six managers and 100+ line employees.
- Mentored and managed 10 project managers and over 200 non-exempt employees.
- Trained and developed managers to provide quality customer service and effective client retention.
- Monitored management team whose cumulative monthly revenue exceeded $650,000.

Budgeting & Cost Control

- Managed accounts receivable and collections for parking facilities.
- Developed and implemented an annual budget in excess of $3 million for multiple profit center.
- Prepared and presented operating and variance reports and facility budgets to Property Management.

EDUCATION

Associate of Arts, General Studies, Citrus College, Glendora, California
Proficient in Microsoft Word, Excell, PowerPoint and Macintosh
Certified Peer Trainer for Central Parking System
Targeted Selection (Personnel)
Completion of Management Training Program
Established employee course on Customer Service