

# John P. Gradone

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## Summary of Qualifications

- Extensive multi-location management experience.
- Develop and manage \$10 - \$35 million annual budgets.
- Develop long and short-term business and financial plans with associated strategies, tactics, and measurement tools.
- Create and implement cost-effective systems to streamline operations, including effective allocation of personnel according to giftedness.
- Skilled in staff development, team building, and leadership identification.
- An acknowledged change agent with experience in leading people through market changes and development of new business models.
- Proven ability to access market needs and market segments in order to apply appropriate marketing strategies and tactics that produce the needed results.
- Skilled leadership in identifying and resolving complex operational, organizational, and personnel issues.

## Professional Experience

### THE TABERNACLE, INC. –Sarasota, FL

*Non-denominational church of 800 members and private Christian school with enrollment of 400 students.*

#### **Executive Pastor                      2003 – Present**

Responsible to the Senior Pastor, Board of Elders, and Board of Directors for the financial controls and reporting, operation of grounds and buildings, and administration for both ministries.

#### **Key Contributions:**

- Completed construction of a \$4.8 million Family Life Center, and developed operational procedures for the effective utilization of the 55,000 square foot facility.
- Development and implementation of annual budgets.
- Designed and implemented comprehensive financial processes, cost controls, and management reporting systems.
- Organized and coordinated functional responsibilities between all departments.
- Created necessary policies and revised existing policy to insure compliance with local, state, and federal laws.
- Enhanced employee benefits and establish new personnel policies and procedures.

### STEWART ENTERPRISES – New Orleans, LA

*National company which owns and operates cemeteries and funeral homes.*

#### **Chief Operating Officer/Regional President                      1998 – 2003**

- Wholly responsible for leadership of strategic direction, tactical planning, daily supervision of operations and sales, business development, financial performance, legal matters and compliance, and personnel administration for approximately 40 locations over a four-state region.
- Led and developed a regional team of 25 support staff and 4 Vice Presidents to facilitate our 40 location managers and their staff in the field.

- Developed and managed annual operating budgets of over \$30 million.
- Coordinated acquisitions, assimilation, and training on new locations to the region.

**Key Contributions:**

- Successfully restructured the Regional Processing Center through centralizing labor intensive functions to the Regional Office and de-centralizing customer service functions back to the field. This resulted in an annual cost savings of \$600,000 and a 30% increase in the overall customer approval ratings for the region.
- Improved customer approval ratings from 92.3% to 98.6%.
- Improved employee satisfaction ratings from 83.7% to 99.2%.
- Played a key role as part of a corporate strategic planning team to successfully move the Company from an acquisition company to a pure operating business model.
- Increased the region's profit percentage standing from the bottom 10% of the Company to the top 10% of the Company.
- Upon leaving the Company, was able to delegate my responsibilities to my Vice Presidents without the Company having to hire a new Regional President/COO. The region has continued to succeed. Fiscal year 2004 was their best year in the 16 year history of the region.

**SERVICE CORPORATION INTERNATIONAL – Houston, TX**

*Largest worldwide owner and operator of cemeteries and funeral home in the death-care industry.*

<b>Regional Manager</b>	<b>1994-1998</b>
<b>District Manager</b>	<b>1989-1994</b>
<b>Location Manager</b>	<b>1988-1989</b>

- Responsible for direction and management of day-to-day cemetery operations, sales support systems, construction and development, and personnel administration for areas ranging from one location to eighteen locations over a seven-state area.
- Facilitated and trained office managers on cost containment, accounts payable and accounts receivable procedures, inventory control, and customer service to effectively operate their offices.
- Trained and developed Grounds Superintendents in the maintenance and care of all grounds and facilities as well as establishment of safety programs and OSHA guidelines.

**Key Contributions:**

- Led in the design, construction management, and business development of six funeral combinations that were constructed at the cemetery location.
- Led a team of marketing managers in the development of the marketing program to launch the combination program in our locations. This program is still successfully in place today.
- Trained, developed and promoted an internal candidate to my position before moving to Stewart Enterprises. This employee is still a successful Regional Manager in that region today.

**Education**

**UNIVERSITY OF WEST FLORIDA – Pensacola, FL**  
 Bachelor's Degree in Business Administration (Marketing)

December 1980