

GILBERT RENTERIA

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OPERATIONS MANAGER | BUSINESS OPERATIONS LEADER

SUMMARY

Operations Manager and Business Operations Leader with 11+ years of full-cycle ownership across budgeting, staffing, and process design, running independent business operations end-to-end. Directed a disaster-recovery construction operation across 4-5 simultaneous job sites, coordinating project managers and crews while enforcing scope-control and compliance standards, and grew an independent restaurant into a profitable, multi-year operation through cost control, vendor negotiation, and staff leadership. Combines this operational depth with data-driven reporting (SQL, Python, Tableau) to track KPIs, forecast performance, and turn data into decisions leadership can act on.

EXPERIENCE

Elite Builders Group LLC

Houston, TX

Operations Manager (Owner)

May 2024 – Jan 2026

- Built and ran a disaster-relief and structural restoration operation over an 18-month period, directing 4-6 specialized crews (20-60 personnel daily) across 4-5 simultaneous residential rebuilds in East Texas and Louisiana.
- Directly led a team of 2-4 project managers overseeing on-site crews, while coordinating with an additional 4-6 project managers from partner contracting companies, to keep 4-5 simultaneous builds aligned on scope, schedule, and compliance.
- Designed and enforced a scope-control strategy — auditing every change request and declining work outside the agreed scope — cutting unbilled labor and scope-creep costs by roughly 20%.
- Delivered a high on-time completion rate across all simultaneous builds, resolving material shortages and structural issues in real time to keep projects on schedule.
- Built and enforced a pre-qualification compliance checklist and operational SOPs for multi-state contractors, auditing certifications before job-site deployment to reduce liability and rework risk.
- Established a cash-flow monitoring process through a commercial factoring partnership, auditing invoices and purchase orders to sustain funding through scaling.
- Served as primary liaison to municipal inspectors and regulatory stakeholders, maintaining compliance across multi-jurisdiction builds.

Little Cancun

Houston, TX

General Manager (Owner)

Aug 2018 – Jul 2024

- Founded and grew an independent restaurant into a profitable, multi-year operation, maintaining continuous profitability throughout six years of ownership.
- Led a data-driven margin improvement strategy — renegotiating vendor contracts, insourcing select labor-intensive tasks to control costs, and testing price increases against sales data to find the optimal price point without losing customers.
- Held full operational accountability and led a team of up to 12 employees across kitchen, service, and management, including labor allocation and scheduling.
- Hired, trained, and developed a General Manager to run daily floor operations — building enough operational depth and continuity to ultimately transition ownership of the business to that manager.
- Modernized operations by migrating to Toast and Clover POS platforms, using the resulting sales and inventory data to optimize staff schedules, pricing, and purchasing against demand trends.
- Developed and executed a crisis-response business strategy within weeks of COVID-19 restrictions — launching a 10-mile delivery network, curbside pickup, and an aggressive to-go model — sustaining operations through the shutdown with no measurable decline in demand.

- Built a loyal customer base reflected in 300+ Google reviews and feature coverage from the Houston Chronicle.
- Sourced 100% of raw inventory from local suppliers, protecting quality and consistency against supply disruptions.
- Maintained a flawless health and safety record across six consecutive years of city and county inspections.

Infinity Truck Sales

Houston, TX

Commercial Sales Executive

Jun 2015 – May 2018

- Recognized as a top-performing sales professional company-wide in 2017 and 2018, closing complex B2B and individual commercial vehicle deals across a wide range of deal sizes.
- Built and managed cross-border client acquisition pipelines into Mexico and Costa Rica, expanding the company's international market footprint.
- Structured commercial financing packages, coordinating credit applications and bank presentations to secure funding approval for buyers.
- Ran competitive market and pricing analysis to set real-time valuations that protected transaction integrity.

Marcor Logistics LLC

Houston, TX

Operations & Account Associate

Feb 2012 – May 2015

- Supported senior dispatchers with daily administration and account management for regional fleet operations, including major accounts such as Commercial Metals Company.
- Processed daily invoicing and payroll data, maintaining accurate bookkeeping records.
- Digitized physical delivery and billing records into an online database, improving retrieval speed, cutting data-entry errors, and reducing lost paperwork.
- Tracked Port of Houston drayage schedules to avoid demurrage penalties, and monitored freight volume to flag capacity shortages to dispatch.

PROJECTS

Data Analytics Consultant (Capstone Project)

2026

University of Texas Dallas, Fullstack Academy

- Diagnosed operational inefficiencies in a business dataset using SQL, identifying root causes of workflow bottlenecks and process breakdowns.
- Built predictive models in Python to forecast market trends and demand, and designed interactive Tableau dashboards to communicate findings to non-technical stakeholders.
- Delivered cost-benefit analysis to prioritize recommendations by implementation risk and operational impact.

SKILLS

Operations & Leadership: Team Leadership & Development • Cross-Functional Leadership • Operational & Budget Planning • Strategic Planning • Process Improvement & SOP Development • Change Management • Vendor & Contractor Management • Contract Negotiation • Supply Chain & Inventory Management • Capacity Planning & Resource Allocation • Multi-Site/Multi-Crew Coordination • Regulatory Compliance & Risk Management • Crisis Management • Labor Scheduling & Workforce Planning • Cost Control & Efficiency Improvement • KPI Development & Tracking

Commercial Strategy & Growth: Go-to-Market Strategy • New Service Line Launch • Growth Strategy • Competitive Analysis & Market Benchmarking • Business Development • Cross-Border Business Development • Customer Acquisition & Retention • Account Management • Stakeholder Management • Executive Communication & Presentations

Sales & Operations Strategy: Pricing Strategy & Demand Analysis • Sales Operations • B2B & Commercial Sales • CRM Pipeline Management

Data & Technology: SQL • Python • Tableau • Advanced Excel & Google Sheets • Business Intelligence & Reporting • Data Visualization • Forecasting & Predictive Analytics • CRM & POS Systems (Toast, Clover) • Data-Driven Decision Making • Digital Transformation

CERTIFICATIONS

Data Analytics Certification — University of Texas at Dallas, Fullstack Academy (2026)

Process Mapping & Workflow Architecture — Lucid Training Labs

Agile Project Management Fundamentals — Atlassian University

EDUCATION

University of Texas at Dallas — Fullstack Academy | Data Analytics Certification

San Jacinto College — Associate of Science (A.S.), Business Administration

LANGUAGES

English (Native) • Spanish (Proficient)