

# PEDRO LONGORIA

General Manager · Multi-Unit Operations · Hospitality Executive

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## PROFESSIONAL SUMMARY

Results-driven hospitality executive with 15+ years of P&L; ownership across high-volume restaurant, entertainment, and bar concepts. Proven track record scaling revenue from \$1.5M to \$3M, maintaining NPS in the top 10% across a 50+ location national portfolio, and building guest-centric cultures that drive repeat business. Equally effective on-site or providing remote multi-unit oversight. AI-fluent operator who builds custom tools — from automated labor budgets to speech-to-text applications — to give teams a measurable operational edge.

## CORE COMPETENCIES

**Operations:** P&L; Management · Labor Cost Control · Food Cost Optimization · Inventory Management · Workforce Scheduling · Multi-Unit Oversight · Revenue Growth · Guest Satisfaction & NPS · Team Development · Vendor Negotiation · Menu Engineering · Compliance & Safety

**AI & Technology:** Claude AI + Prompt Engineering · Python (PyQt6, Pandas, openpyxl) · HTML/CSS/JavaScript · Website Design & Deployment · Operational EDA · Excel Automation & Financial Modeling · Menu Design · Speech-to-Text App Development · GitHub

## PROFESSIONAL EXPERIENCE

### GENERAL MANAGER | ALAMO DRAFTHOUSE – MONTECILLO 2024 – 2026

- Directed full P&L; for a \$6M dine-in entertainment venue with 100+ employees across restaurant, bar, and cinema operations — part of a 50+ location national brand.
- Ranked top 10% in NPS (Net Promoter Score) nationally through structured service training and frontline accountability; maintained food/bev cost within 1.5% of target.
- Reduced labor cost 3% YoY using custom Python-based budget tools with automated variance tracking; cut staff turnover 20% through development pathways and culture-first hiring.

### OPERATIONS MANAGER | FLIX BREWHOUSE – ALBUQUERQUE 2023 – 2024

- Drove financial and operational performance across a high-volume dine-in cinema, consistently ranking among the strongest in financial metrics across all 9 Flix locations nationwide.
- Led full liquor license transition, rebuilt the department through targeted recruiting and internal development, and elevated guest experience through process accountability.

### MANAGING PARTNER | THE HOPPY MONK – SAN ANTONIO 2014 – 2020

- Conceived and executed a ground-up multi-million dollar hospitality concept — built one of San Antonio's most respected management teams on a foundation of autonomy, accountability, and individual development.
- Sustained strong P&L; performance through full operational ownership; scaled programming and brand partnerships that drove consistent revenue growth year over year.

### GENERAL MANAGER | THE HOPPY MONK – EL PASO 2010 – 2014

- Launched and operated a first-of-its-kind craft beer destination in El Paso, scaling revenue from \$1.5M to \$3M and building the brand foundation that supported successful expansion to San Antonio.

## AI & TECHNICAL PROJECTS

- Thought Capture:** Offline Python speech-to-text desktop app (PyQt6 + Vosk + SQLite) — transcribes voice notes in real time, built for operators who think faster than they type.
- GM Ops Toolkit + EDA:** Python/openpyxl labor budget automation with HIT/MISS variance tracking; Pandas/Matplotlib restaurant data analysis surfacing staffing and menu insights.
- Personal Website:** Full-stack HTML/CSS/JS site designed, coded, and deployed to GitHub Pages with scroll animations and portfolio showcases.

## EDUCATION

Webster University · Master of Health Administration, 2009

University of Texas at El Paso (UTEP) · Bachelor of Arts, Psychology, 2007