

# Andrew A. Cook

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## Professional Summary:

Experienced business professional with a strong track record of sound financial, operational and people management, including the procurement and successful turnaround of an English Language School franchise. Successful completion of Certified Public Accountant coursework combined with aptitude for analysis, numeracy and personalized client management. Ability to build profitable business relationships with stakeholders from diverse cultural backgrounds. Adaptable, hard working team player who is willing to move across the country for positions pertaining to my background, education, and skills.

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## Skills and Expertise:

- Financial Management
  - Process Improvement
  - Operations and Logistics
  - Business Development
  - Franchise Ownership
  - Training and Development
  - Relationship Building
  - People Management
  - Japanese Language and Business Culture
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## Education

Accounting Courses towards CPA certification 2006-2011  
*Athabasca University: Athabasca, Alberta, Canada*  
*University of Phoenix: Phoenix, Arizona, USA*  
*(All credits/courses have been completed to qualify for a Bachelor of Accounting degree from Athabasca University based on the above and my Business Administration degree. Additionally these credits qualified me to sit for the CPA exams.)*

Bachelor of Business Administration 1992  
*Major: Marketing | Minor: Management*  
*Acadia University: Wolfville, Nova Scotia, Canada*

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## Professional Experience

Merchandiser/Temporary Manager of Merchandising Execution Team Sept. 2013-present  
*The Home Depot, Aiken, South Carolina, USA*

- Delegated, prepared, and followed up on daily tasks, weekly Merchandising directives, and Store requested projects to a team of 7 full time and part time merchandisers as temporary Merchandising Manager. After requesting more responsibilities and managerial experience, my Merchandising Manager chose me to lead in her absence.
- Checking inventory levels-Accurately pricing all items in the store according to head office directives.
- Following all merchandising plans in exact detail from the head office in order to effectively promote products, sales, and profitability of the store. This includes new

merchandise receiving duties, store shelf creation, dismantling, and product display construction in prime view-able sight for customers.

- Engaging in excellent customer service as necessary, depending on the needs of the store and customers.
- To effectively, efficiently, and accurately be able to cooperate in a team environment or individually on new directives deemed necessary by the head office, store management team, or fellow team members.
- Recently I was assigned the EOC (Employer of Choice) Representative position for my merchandising team, store branch. Responsibilities include organizing my merchandising coworkers to collect ideas and suggestions to improve the workplace and communicating these to my branch manager, area manager, and regional branch EOC representatives. The purpose of the EOC is to measure the engagement and satisfaction of employees and give them an active role in their workplace.

Online English Instructor  
*Live English, Tokyo, Japan*

Oct. 2013-present

- Created and customized lesson plans for various Japanese speaking business clients based on requests and the Live English curriculum.
- Maintained a high level of satisfaction and student/client retention by maintaining a 4.7 out of 5.0 annual student evaluation score and increasing my clientele base by 300% in less than a year. These client gains and satisfaction ratings have led to bi-annual salary increases and a renewed annual contract from Live English.
- Gained the confidence of my management staff to routinely conduct trial lessons to gain new clientele for the school, myself, and fellow instructors.

English Instructor  
*Gaba Corporation, Osaka, Japan*

2006-2013

- Within the guidelines of Gaba curriculum, customized lessons based on client assessment and feedback clients in order to provide focused and specific service.
- Developed teaching and facilitation skills through continuous professional training and frequently exceeded the required average student evaluation score of 4.5/5.
- Recruited by five corporations to research, customize, deliver, and assess English language training for teams of 2-10 professionals with diverse backgrounds.

Part-time English Instructor  
*Red Robin English Class, Osaka, Japan*

2010-2013

- Collaborated with 50 teachers and 10 staff to deliver client-focused training and coaching
- Applied cross-cultural relationship-management knowledge and experience to support executives' English skills for video conferencing, business trips, and written and verbal communications.

English School Franchise Owner, Manager Financial Analyst, and Teacher  
*Smith's School of English, Osaka, Japan*

1999-2007

- Improved franchise profitability by 100% and doubled student enrollment within 6 months of taking over franchise; continuously improved both figures over 8 years.
- Compiled detailed student and financial records for financial projections, monthly

financial reports for head office reporting and personnel records, yearly taxation record keeping and reports, and financial and recruitment targets for my franchise.

- Utilized Microsoft Office programs; Word, Excel, PowerPoint, Access, and Outlook to create a general ledger, comparative balance sheets, comparative income statements, and statistical accounting performance ratios of the franchises` expenses, profits, payroll, and taxation results. These documents were in accordance with instructions through annual consultations from the Franchisors` accountant, my local Osaka prefecture tax consultant, and the Japanese GAAP regulations pertaining to sole proprietorships. All documents mentioned were used internally in my franchise and by the franchisor to improve cost efficiency (through a Japanese/Toyota Corporation belief in 'Kaizen') and produce profit projections.
- Franchise financial documentation was produced weekly and monthly at the franchise level, inspected and presented for accuracy monthly and annually to my franchisor, and annually reviewed for taxation purposes by the franchisor accountant and Osaka prefecture tax authorities.
- Managed over \$60,000 (U.S. Dollar estimate) per annum in expenses for franchise premises, staff salaries and training, and any services provided through my head office or independent contractors.
- Constructed an effective business development and marketing strategy. The success of the initial campaign resulted in leading business development for 50 other franchises in the system.
- Recruited, hired and managed over 900 part-time sales people and teachers (over a 3 year period for the entire 50+ school franchise system).
- Monitored, reviewed, and revised part time teachers' lessons, facilitation techniques and goals by leading weekly meetings.

Assistant Manager, Retail

1992-1996, 1996-1998

*Athletes' World, London, Ontario, Canada*

*Footlocker, Windsor & London, Ontario, Canada*

- Achieved highest or second highest sales numbers and volume; in 1995 earned the highest sales numbers in Canada.
- Trained more than 30 members of staff in sales techniques and product knowledge.
- Increased staff's customer service ability through weekly in-store performance reviews.
- Created operational efficiencies by aligning seasonal sales records with staff schedules; led weekly and monthly meetings to address sales and service goals.
- Managed financial records, auditing the store inventory weekly with fellow full time staff and assisting the company auditor in semi-annual store audits.
- Implemented cash and store security procedures that achieved a 99% efficiency in float/daily balance accuracy.
- Increased sales and empowered team members by leading merchandising seminars, prepared the store merchandise and staff for large seasonal sales periods, and maintained an extremely clean store area for customers.