

# PAUL G. TUENNERMAN

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## EXECUTIVE SUMMARY

Seasoned and successful multi-unit operations executive with 40+ years of leadership across fast-casual, franchising, and food-service. Proven record of scaling brands, driving operational turnarounds, and launching international markets. Blends frontline operational discipline with strategic acumen in development, governance, and organizational transformation—ready to serve as Chief Operations Officer.

## CORE COMPETENCIES

Multi-Unit Operations • P&L Leadership • Franchise & Non-Traditional Growth • Operational Turnarounds • International Expansion • Process Optimization & SOPs • Cross-Functional Leadership • Change Management • Culture Building • Customer Experience Excellence

## PROFESSIONAL EXPERIENCE

### **Sticky's Finger Joint — New York, NY (Urban Fast-Casual)**

*Executive Vice President • Board Member • Investor | 2021 – 2024*

- Led brand repositioning and operations reset to stabilize unit economics and elevate guest experience during a pivotal turnaround phase.
- Implemented SOPs, training programs, and performance dashboards; streamlined labor deployment and cost-of-goods controls across units.
- Built a scalable opening playbook (site selection criteria, kitchen/FOH flow, staffing models) to support new-market entry.
- Provided board-level strategic guidance on capital allocation, franchising options, and growth priorities; aligned investor objectives with operational realities.
- Recruited and mentored field leadership; instituted accountability cadences (ops reviews, scorecards) that improved consistency and execution.

### **Dat Dog Enterprises, LLC — New Orleans, LA**

*Chief Executive Officer | 2018 – 2020*

- Orchestrated cultural and operational turnaround; rebuilt senior leadership team to drive accountability and brand-defining hospitality.
- Centralized accounting and performance reporting, giving restaurant teams near-real-time visibility into KPIs and unit economics.
- Standardized training and operational materials to ensure consistent execution and guest experience across locations.
- Advanced expansion planning and prototype design to support geographic growth in the Gulf South and Southeast.

**Raising Cane's Chicken Fingers — Plano, TX / International**

*Senior Vice President, Business Development* | 2008 – 2016

- Directed development during a high-growth period; expanded from 7 to 21 U.S. states and launched the brand in the Middle East.
- Turned around traditional franchise performance by partnering with 11 franchisees to expand from 13 to 83 restaurants, contributing ~\$224M in 2016 revenue.
- Built non-traditional growth channels in universities, airports, casinos, stadiums, and retail centers to diversify demand and brand reach.
- Led cross-functional international market entry (supply chain, construction, marketing, training, and legal) to ensure compliant, on-time openings.

**Piccadilly Cafeterias — Baton Rouge, LA / Regional**

*Vice President, Piccadilly Food Service (PFS)* | 2004 – 2008

- Conceived and launched Piccadilly Food Service for education, healthcare, government, and business clients, diversifying beyond the core cafeteria model.
- Developed proprietary retail concepts and an express format; authored operating manuals, procurement procedures, and production standards.
- Achieved strong early traction with multi-million-dollar annual contracts and a high proposal win rate by year three.

**EARLIER CAREER HIGHLIGHTS**

Senior leadership and operations roles with The Dunhill Group; Wood Dining Services; Morrison's Hospitality; and Service America. United States Navy (Supply & Logistics). 1980s–2004.

**BOARD & COMMUNITY LEADERSHIP**

Board Member & Vice President, Ronald McDonald House Charities of South Louisiana (2017–2022) • Mentor, The Jonas Project • Disaster Relief Volunteer: Team Rubicon; Samaritan's Purse

**EDUCATION & MILITARY SERVICE**

Post-secondary studies: National University; York College of Pennsylvania; University of Maryland University College; MBA Certificate, A.B. Freeman School of Business at Tulane University. U.S. Navy—awarded Navy & Marine Corps Achievement Medal and Presidential Citation.