

# Gloria Darnell

MULTI-UNIT OPERATIONS LEADER · EXECUTIVE SUPPORT

📍 Cahokia, Illinois 62206

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## ISSA Certified Personal Trainer

Credential No. 5439651

[VIEW CERTIFICATE →](#)

## ISSA Certified Nutritionist

Credential No. 5439653

[VIEW CERTIFICATE →](#)

## ISSA CPR & AED Certified

Credential No. 5439656

[VIEW CERTIFICATE →](#)

## Missouri Notary Public

Commission 26247310

[VIEW CERTIFICATE →](#)

## PROFESSIONAL SUMMARY

Operations leader with **20+ years** running multi-unit districts and executive office functions. Led a district of 7 General Managers and 128 employees producing **close to \$7M in annual sales**, and has since supported a **President & CEO and Board of Directors** — scheduling, board meetings, executive correspondence, and confidential communications — while running office operations and safety compliance. Known for building organized, dependable systems that keep leadership focused on what matters.

## EXPERIENCE

### Checkers & Rally's Drive-In Restaurants

2026 – PRESENT

**District Manager** · Belleville, IL

- Direct multi-unit operations across the district — sales performance, staffing levels, inventory control, and brand standards.
- Coach General Managers on P&L accountability, labor targets, and guest-experience metrics.
- Lead food-safety, sanitation, and operational audits so every location stays inspection-ready.

### Behavioral Health Response

2025 – 2026

**Executive Assistant to the President & CEO** · St. Louis, MO

- Supported the **President and CEO** with scheduling, communications, and daily priorities.
- Coordinated executive and **Board of Directors meetings**, including agendas, materials, and follow-ups.
- Prepared correspondence, reports, and other executive documents.
- Handled confidential records and communications.
- Served as a liaison between the CEO, board members, staff, and community partners.
- Coordinated events and special projects.
- Helped with office operations, safety initiatives, and staff training.

### Office Manager

- Performed monthly fire-extinguisher inspections across multiple building locations and coordinated service with Cintas.
- Ran daily facility operations — safety walkthroughs, building inspections, vendor procurement, and postage systems.

### Rally's — Checkers & Rally's Drive-In Restaurants

2011 – 2018

**District Manager** · Belleville, IL

- **Generated close to \$7 million in annual sales; hired and led 7 General Managers** overseeing approximately **128 employees**.
- Created selling and merchandising programs that moved bottom-line performance and kept the district audit-ready.
- Trained and mentored staff through compliance policy rollouts; optimized in-store presentation and inventory availability.

### HGS

2019 – 2024

**Customer Service Representative**

- Resolved inbound customer needs through a consultative call flow, researching products and pricing across multiple systems.
- Upheld banking and financial compliance standards on every interaction while consistently meeting KPI targets.

### Wendy's International Inc.

2001 – 2010

**General Manager**

- Trained and developed **400+ employees** and rolled out new operating policies.

## CORE COMPETENCIES

Executive Support

Board Meeting Coordination

Scheduling & Communications

Confidential Records

Event Coordination

Operations Management

Budgeting & P&L

Vendor Management

Facilities & Safety Compliance

Employee Training & Development

Customer Service

Leadership

## EDUCATION

### Southwestern Illinois College

Coursework · Belleville, IL

### Temple University

Science & Technology Coursework · Philadelphia, PA · 2018

Every certification above is clickable and verifiable online

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