

# Joe Rinaldi

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## PROFESSIONAL SUMMARY

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Operations and team leader transitioning into Agile delivery, bringing a decade of experience facilitating high-pressure, cross-functional teams toward measurable outcomes. Proven record of building processes and metrics systems from the ground up, removing operational impediments, coaching teams toward continuous improvement, and uniting people behind a shared vision. A natural leader with strong technical fluency, actively building software-development knowledge through hands-on study. Eager to apply these strengths in a Scrum Master role and to pursue SAFe Scrum Master (SSM) certification.

## CORE STRENGTHS

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Servant leadership & team coaching • Process design & documentation • Metrics & KPI tracking • Cross-functional facilitation • Impediment removal • Continuous improvement • Stakeholder communication • Lean operations

## EXPERIENCE

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### Sales Consultant | Sysco | Plympton, MA | Jan 2024 – Present

- Coordinate across supply chain, logistics, and operations teams to clear delivery and fulfillment impediments, reducing errors across a high-volume client base and keeping work flowing smoothly.
- Manage 50+ active accounts and a 30+ prospect pipeline, prioritizing and refining a backlog of opportunities against client value and readiness.
- Analyze client purchasing data to surface trends and translate them into actionable, prioritized recommendations.
- Grew territory to \$2.3M in annual sales (60k cases/year) through sustained, transparent performance tracking.

### General Manager | Seoul Kitchen | Westford, MA | Mar 2020 – Nov 2023

- Authored, organized, and implemented all core operating processes, establishing clear standards and “definition of done” criteria adhered to across the operation.
- Built and maintained a balanced metrics system, communicating clear expectations and continuously inspecting performance against them.
- Coached and developed a five-member leadership team in an Integrator (delivery-orchestration) capacity, removing blockers so the team could execute.
- Designed a streamlined onboarding/training program that improved onboarding efficiency 50% and reduced time-to-competency by a full week; turnover fell 15%.
- Introduced the operation’s first performance-review process, driving a ~20% increase in per-guest average sales through regular feedback loops.
- Led the COVID-era pivot to a new takeout process and marketing campaign, lifting revenue from \$2.8M to \$3.6M and growing takeaway orders 300%.

### Director, Food & Beverage | Groton Publick House | Groton, MA | May 2018 – Jan 2020

- Built a KPI-driven metrics system from the ground up for a new operation, with close attention to cost management and resource allocation.
- Recruited, trained, and mentored a 15-person team, uniting them behind a single concept and vision — driving \$1M+ in first-year revenue.
- Facilitated 20+ complex custom events end to end, coordinating stakeholders and requirements to deliver \$200K+ in additional revenue.
- Optimized staffing to cut labor costs 3% while maintaining an 85%+ customer satisfaction rating.
- Implemented recurring monthly and quarterly review cycles to surface improvements and develop the team.

## PROFESSIONAL DEVELOPMENT

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- Self-directed study in agentic AI development and software-project frameworks, including scoping work via vision → initiative → epic → story decomposition. Actively pursuing Scrum Master fundamentals ahead of SSM/PSM certification.

## EDUCATION

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B.A., English — University of Massachusetts, Amherst