

Randy Wagener

APPLIED AI | PRODUCT OPERATIONS | HOSPITALITY LEADERSHIP

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PROFILE

Hospitality co-owner and operations leader with 14 years of experience and P&L responsibility across restaurant/bar, coffee and bakery operations. Build AI-assisted workflows, evaluate answers against source records and coordinate implementation with managers and product teams.

SELECTED AI AND WORKFLOW WORK

- **Guest-feedback app:** built and deployed with ChatGPT and Codex. Defined manager review and duplicate controls, tested exceptions and launched intake; adoption remains unmeasured.
- **Toast IQ:** checked answers against source records and supplied reproducible operator feedback for product-team investigation, including a natural-language item and reporting-scope study.
- **Toast Tables ticketing:** coordinated launch readiness, reviewed buyer pricing and tested split-arrival admission. Launched a paid-ticket presale; live-event outcomes remain pending.
- **Operating systems:** combine sales history and manager notes for staffing; develop a manager-reviewed bakery-ordering pilot. Keep live decisions with managers while data gates remain unresolved.

PROFESSIONAL EXPERIENCE

The Smoking Gun & Spill the Beans

Operations Manager | July 2017 - Present | Current co-owner

- Lead P&L, staffing, purchasing, inventory, vendors, service and events across three businesses; bakery production supplies our shop and other Spill the Beans locations.
- Hire and train staff, support managers and coordinate partners, kitchen, bar, floor and coffee teams through procedures, checklists and follow-up.

Uptown Tavern

General Manager | July 2016 - July 2017 | Progressed from Busser (2012-2014) to Bartender (2014-2016).

- Managed P&L, staffing, purchasing and service; partnered on menus and promotions. Supported LGBTQ+ community organizations, events and fundraisers in Hillcrest.

Federal Aviation Administration

Air Traffic Control Specialist | Earlier career | Joined May 2008 | Southern California TRACON, Coast area | Former Certified Professional Controller

- Coordinated aircraft flow, pilot communication and controller handoffs in changing conditions.

United States Navy

Air Traffic Controller | August 2004 - May 2008

- Supported aircraft operations and time-sensitive coordination at NAS North Island. Honorably discharged.

EDUCATION

Business Management coursework, Mesa College, San Diego

Air Traffic Control Apprenticeship, United States Navy A School

TOOLS

Toast POS & Toast IQ | 7shifts | Craftable | ChatGPT & Codex | Google Sheets & Docs | Microsoft Excel, Word & PowerPoint