

Brian Q. Hills

GENERAL MANAGER | MULTI-UNIT OPERATIONS | TEAM DEVELOPMENT |
CUSTOMER EXPERIENCE | SALES & BUSINESS DEVELOPMENT

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EXECUTIVE SUMMARY

Results-driven General Manager with 15+ years of experience leading multi-site operations, sales growth, and high-performing teams across retail, self-storage, automotive, and property management. Proven success improving rankings, increasing revenue, driving membership and occupancy growth, and developing teams that consistently exceed KPIs. Known for combining operational excellence with hands-on leadership to deliver exceptional customer experiences and measurable business results.

CORE COMPETENCIES

Sales Leadership • P&L Management • Business Development • Team Development •
Customer Experience • Operations Management • Recruiting • Coaching • KPI Management •
Revenue Growth • Marketing • Process Improvement

PROFESSIONAL EXPERIENCE

General Multi-Site Manager

Cobblestone Auto Spa

Chandler & Gilbert, AZ | Sept 2025 – April 2026

- Selected to launch and lead the Grand Opening of the new Gilbert location, overseeing pre-opening operations, recruiting, hiring, onboarding, and team development.
- Managed a \$120K+ monthly revenue operation serving 500–700 customers daily.
- Increased membership conversion to 17.65% through sales coaching, KPI accountability, and daily performance management.
- Led, coached, and developed a team of 13–15 employees, including 2 Managers and 2 Supervisors.
- Created sales playbooks, rebuttal guides, manager scoreboards, and operational SOPs that improved consistency and performance.
- Managed scheduling, payroll, inventory, customer escalations, safety, and daily P&L execution.
- Built a customer-first culture focused on membership growth, retention, and operational excellence.

General Operations Manager

Super Star Wash

Chandler, AZ | July 2024 – May 2025

- Elevated the location into the Top 10 companywide for customer service and operational performance within four months.
- Increased holiday membership growth from 3% to 12% through sales coaching and promotional campaigns.
- Achieved the #1 district ranking for Google Reviews by improving the customer experience and team engagement.
- Recruited, trained, coached, and developed high-performing sales and operations teams.
- Managed daily operations including staffing, scheduling, payroll, inventory, safety, and performance metrics.
- Improved employee engagement and accountability through hands-on leadership and coaching.

Operations Manager

STORAGExperts

Scottsdale, AZ | July 2023 – May 2024

- Increased occupancy from 32% to 40% during a lease-up, generating approximately \$20K in additional monthly recurring revenue.
- Led leasing, sales, marketing, and community outreach initiatives to accelerate occupancy growth.
- Built partnerships with local businesses, chambers of commerce, and nonprofit organizations to increase visibility and generate qualified leads.
- Planned and executed grand opening-style community events, including blood drives, toy drives, and local networking events.
- Managed budgets, vendor relationships, capital improvement projects, and daily facility operations.
- Improved customer satisfaction while maximizing revenue and operational efficiency.

Multi-Site Manager
Golden State Storage
Los Angeles, CA | April 2016 – July 2022

- Managed a portfolio of five self-storage facilities with approximately \$200K–\$250K in monthly NOI.
 - Maintained 94%+ occupancy for five consecutive years through revenue management, sales leadership, and customer retention strategies.
 - Led recruiting, hiring, coaching, and performance management for multi-site teams.
 - Increased revenue through pricing strategies, occupancy optimization, and operational efficiencies.
 - Oversaw budgets, P&L, vendor contracts, maintenance, marketing, and customer service across multiple locations.
 - Reduced employee turnover while building a culture of accountability and high performance.
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Education

Los Angeles Valley College
7 Associate Degrees Earned | GPA - 3.89

- A.S. Business Administration
- A.A. Management
- A.A. Marketing
- A.A. Real Estate
- A.A. Economics
- A.A. Finance
- A.A. General Studies – Social & Behavioral Science

Honors:

- President's Distinguished Honor Award
- 2× Magna Cum Laude
- Phi Theta Kappa Honor Society
- Tau Alpha Epsilon