# CHARLES RAY THOMASON II

**GENERAL MANAGEMENT & OPERATIONS**

San Bernardino, California

August 4, 2026

**Dear Hiring Manager:**

I am writing to express my interest in a General Manager position with your organization. I offer hands-on leadership experience in multi-shift operations, workforce coordination, process development, client service, safety, and organizational growth. My approach to management is direct and accountable: establish clear expectations, equip the team to succeed, monitor execution, and address problems before they interfere with service or performance.

In my operations leadership experience, I managed three shifts consisting of six team members per shift. I coordinated staffing coverage, assignments, communication, performance expectations, and continuity of operations in a sensitive public-service environment. This responsibility strengthened my ability to balance people, policy, service demands, and immediate operational needs while maintaining professionalism across the team.

I have also built and directed business operations as CEO and Operations Manager of State Approved Registered Agent Inc., where I oversee administrative functions, workflow priorities, client service, procedures, and organizational decision-making. As Founder and Vice Chairman of No Child Eats Alone Initiative, Inc., I help translate a broad community vision into staffing plans, budgets, operating structures, program workflows, governance materials, partnerships, and practical launch priorities.

One of my strongest qualities is composure under pressure. During a break-room fire, I led a calm facility evacuation that concluded without injuries. The professionalism of that response was recognized by the Registrar of Voters Deputy Director. I would bring that same sound judgment, steady communication, and commitment to the safety of employees and customers to your operation.

I am prepared to take ownership of daily performance, support and develop employees, improve operational systems, and help the organization achieve sustainable results. I welcome the opportunity to discuss how my leadership experience and practical operations ability can contribute to your team. Thank you for your time and consideration.

Sincerely,

**Charles Ray Thomason II**

General Management & Operations Candidate