



Retail Management Executive: Operations, Training & Merchandising

Energetic, high-performing retail supervisor seeking to open/manage new stores and territories for a growing retail organization. Known for highly accountable leadership style, a passion for operational excellence, and the ability to creatively solve all manner of problems. Open to heavy travel, both domestically and internationally.

WHAT I LOVE DOING

- 1) **Opening new stores** and overseeing all necessary staffing, training, marketing, and logistics elements
- 2) **Hiring and building high-performance teams**, characterized by superior retention/engagement levels
- 3) **Championing brand consistency** and ensuring customers have a first-class, seamless shopping experience
- 4) **Analyzing every aspect of store operations** to reduce costs, eliminate waste, and maximize profitability
- 5) **Monitoring industry trends** and conducting mystery shopping to stay a step ahead of the competition

FUNCTIONAL SKILLS & EXPERTISE

- Operations Management
- Visual Merchandising
- Brand Standards/Consistency
- Store Design & Layout
- Talent Acquisition/Retention
- Customer Experience
- Point of Sale (POS) Systems
- Security & Loss Prevention
- Store Policies & Procedures
- Budgeting & Strategic Planning
- Inventory Control / Purchasing
- Sales & Service Training

EMPLOYMENT HISTORY

Chicos | General Manager / Northwest Training Director Seattle, WA: 2010-Present

- Provide operational training support to Store Managers in ~90 Western U.S. locations
- Optimize employee training/onboarding programs to maximize new hire ramp-up time and productivity
- Drove territory to achieve sales plan targets for six years running, despite negative industry trends
- Rolled out new POS system within a rapid timeframe and coordinated training to over 1,250 employees
- Selected by leadership to manage an innovative pilot program focused on customer loyalty improvement

The Museum Store | Manager, SeaTac Airport Location SeaTac, WA: 2008-2010

- Boosted store revenue by over \$400K within two years for this high-profile airport sales location
- Restructured store operations to increase productivity, reduce costs, and improve customer foot traffic
- Coordinated challenging logistical issues within a tightly-monitored, high-security port environment

Banana Republic | Store Manager / District Visual Manager Renton/Tacoma, WA: 2002-2008

- Recruited, trained, and supported the development of over 250 store associates and assistant managers
- Turned around the company's Tacoma Mall location, initiating numerous steps to restore it to profitability
- Travelled to stores throughout district to assist with floorsets, visual merchandising, and brand compliance
- Appointed as district trainer on new POS systems and assisted with numerous "grand opening" events
- Accountable for all daily store operations including opening/closing, loss prevention, and staff scheduling
- Played key role in succession planning, personally hiring/training/mentoring numerous future managers
- Collaborated with corporate visual team on the design/development of new floorplans and visual concepts

Prior experience includes management/marketing roles with SUBURBAN STYLE (Seattle, WA: 2001-2002); CHANTILLY DISTRIBUTION (France); and DUROFIT PRODUCTS (South Africa); further details available upon request

EDUCATION & ADDITIONAL DATA

- Graduate Diplomas in Interior Design & Professional Photography
- Management Training Program Completion—The Durofit Group of Companies, South Africa
- Fluency in English, German and French—combined with extensive international travel experience
- Proficient user of MS Office (Word, Excel & PowerPoint) and Adobe Photoshop, Illustrator, and InDesign