

RETAIL DISTRICT MANAGER / STORE MANAGER

Results-oriented District Manager with over 18 years of exemplary experience for the world's largest retailer in a career marked by repeated promotions and commendations. Well-rounded retail background with proven strengths in reducing turnover, minimizing shrinkage, and outperforming profit goals. High-energy leader, able to develop and motivate customer-focused and goal-driven teams.

PROFESSIONAL EXPERIENCE

ABC-MART – Miami, FL

District Manager, Specialty Groups, Photo / Connect Division

Direct operations for 15 departments grossing \$23.6 million annually with 250 employees. Analyze daily production reports for sales, cell phone activations, markdowns / mark ups, lost and stolen items, down equipment, hand keys, payroll, and charges to store use. Recruit, hire, train, motivate, and supervise managers. Communicate with buyers on special purchases and returned items. Monitor sales floor activity; display merchandise, evaluate compliance logs, and assist managers with associate issues.

- Helped launch the Photo / Connect concept in 20xx, marketing cell phones, satellite radio, and home electronics; developed selling techniques and training manual.
- Reduced associate turnover from 65% to 34%, and management turnover from 45% to 0%, by encouraging teamwork and a "we," "us," and "total store" mentality.
- Slashed shrink percentage to .89 in 20xx and .77 in 20xx – lowest in region (out of 10 districts with 14 stores each). Compared warehouse truck reports to actual receipts and trained managers to monitor stolen items and respond accordingly.
- Increased net profit to the highest percent in the region for photo division for past three years—from 12.2% to 17%, 15.8%, and 14.9%; activated more cell phones, sold more Tracphones, and generated more sales dollars for region (\$18 million) within the photo division.
- Trained sales associates to upsell by printing enlargements with every order, increasing gross and net profits.
- Implemented creative weekend demonstrations using digital cameras, computers, televisions, printers, and paper.
- Produced best 20xx performance matrix for cell phone division out of 1200 stores.
- Ranked Top 25% District Manager in 20xx.
- Suggested and executed plan to reposition camera department and photo lab together at front of store.

BCD RETAIL STORE SERVICES – Miami, FL

District Manager, New Store Lead

Supervised 16 employees and allocate personnel to areas in need of extra attention. Provided retail merchandising services and new store set-up for BCD stores throughout the Eastern United States. Communicate with manufacturers, store management, and internal divisions on merchandise/signage deliveries, backorders, and new product introductions. Hold regular team meetings/conference calls and gather all lead personnel annually to share ideas and develop uniform standards for merchandising.

- Consistently met/exceeded four week deadlines for setting up 25% of each new store.
 - Achieved 100% completion for the last five store set-ups; on time and under budget with no rework required.
 - Eliminated double work by creating overstock sheets to identify processed merchandise.
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TRAINING AND COMPUTER SKILLS

Minorities in Leadership
Women in Leadership
What Matters Most

Sam Walton Leadership Development
Wal-Mart Shrink Prevention School
Wal-Mart District Manager Training

Behavioral Interviewing
Diversity Training
MS Office Suite