

Name

3602 Creek Dr.
City, ST 00000
Resident 999/ 999-9999
Cell 444/ 444-4444

SUMMARY OF QUALIFICATIONS

- 20+ years of Specialty Retail Leadership and Management experience
- Demonstrated ability to skillfully hire, lead, develop and promote many District, Area and Store Managers through-out my career while working in over 260 stores and with 1200+ employees as a Regional and District Manager under the employment of highly respected and progressive Specialty Retail organizations
- Proven Leader that delivers positive results and meets company directed standards and goals
- Extensive experience and working knowledge of business management, strategic planning, P&L, expense and budget control, corporate and field specific business processes, merchandise presentation and risk management

CORPORATE EXPERIENCE

Company, Division of Company GROUP
1/2008 to 1/2/2010

Regional Manager, Midwest Territory

- Hired to lead a team of 8 District Managers and 79 stores that achieved an annual sales volume of \$40 Million
- Developed a time and action plan to immediately improve districts and stores that were performing poorly and failed to meet the company's financial obligations
- Coached District Managers to improve the quality of the execution at store level through training and development of their people, with an emphasis on driving sales, building high performance teams and operational discipline and accountability
- Consistently improved same stores results and key performance indicators well above company average
- Implemented strategies that involved educating and teaching people about recruiting, customer service and selling, merchandise execution, loss prevention, operational control and budget
- Participated in creating training programs that created and demanded a selling culture, turned a task into a selling opportunity and taught District Managers how to effectively manage their time
- Provided leadership and support to District Managers in selecting, training and developing strong field teams
- Focused on leadership initiatives that develop an entrepreneurial spirit and business acumen

City MUSEUM of ART
5/2004 – 12/2007

Director of Museum Retail Operations – City, State

- Coached, supervised and managed all aspects of museum retail operations, which includes the Museum Store, Museum Cafe, Glass Pavillion Store and Glass Pavilion Café
- Maintained and increased profitability of operations in both the store locations and the cafés, by supervising sales, personnel, buying, inventory control and financials
- Developed new avenues of merchandise and services for all operational venues by identifying potential products, projecting the market, researching and identifying manufacturers, assessing costs and overseeing quality
- Promoted and increased visibility of the retail operation by devising and planning intriguing events, and advertising that attracted new and repeat customers
- Interacted with all museum executives and branch leaders to promote exhibitions and special events within the store and the café
- Maintained productive and supportive staffs by selecting and training individuals who enhanced

customer service through their display of effective salesmanship, support of museum goals, and adherence to all museum policies

Name STORES INC.

9/2000 – 11/2003

Regional Sales Manager

- Generated \$55 Million in annual revenue and was responsible for the Midwest Region of 3 states, 10 District Sales Managers, 94 stores
- Externally hired 3 District Sales Managers, internally promoted 4 District Sales Managers
- Coached District Sales Managers on staff training to improve their skills in the areas of customer sales and service, brand product presentation, organization, time management, and multi tasking
- Implemented all corporate directed goals to increase profit
- Analyzed reports to determine business needs
- Demonstrated a high level of performance and efficiency in human resources, sales and service and operations, as evident by the regions positive yearly overall rank and review

THE STORE, INC. 1979 - 1999

THE Name STORES

1993 - 1999

Regional Sales Manager

- Directed the Mid-Atlantic Region of 6 states, 90 stores and \$140 Million in annual sales from 1996 till 1999 with responsibility for 12 District Managers and 3 Area Managers based out of Washington, D.C.
- Directed the Midwest Region of 7 states, 120 stores and \$120 Million in annual sales from 1993 to 1996, with the responsibility of 10 District Managers based out of Columbus, OH.
- Selected, trained and coached District Sales Managers to deliver quality sales and service results, develop talent, control expenses, increase profits, and present visually attractive stores
- Communicated with District Sales Managers weekly to prioritize, plan and follow up on all business results, business needs and operational objectives
- Participated in annual Organization Leadership review to analyze and determine the talent pool for succession planning
- Selected to participate in extracurricular programs to revamp procedures, policies and operations at district and store level

COMPANY

District Sales Manager, 1982 – 1993

EDUCATION

UNIVERSITY OF TOLEDO

REFERENCES

References available upon request.