

Senior Operations Executive

Bottom-Line Growth • Strategic Planning and Execution • Cost Savings • Staff Mentorship and Coaching

Top-performing operations leader with proven success increasing company revenues and maximizing profits

Result-oriented Senior Operations Executive with extensive experience in performance analysis and improvement, operational strategy development, and workforce optimization. Foster valuable partnerships to propel programs forward and meet established corporate objectives. Demonstrate unwavering focus on improving customer service.

Track record of translating corporate strategies into actionable tactics in highly competitive markets

Communicate expectations and performance improvement options while considering peoples' agendas, requirements, and concerns. Superior leadership, collaboration, and verbal and written communication skills.

CORE COMPETENCIES

- Forecasting, Budgeting, and P&L Management
- Business Development
- Change Management
- High-Performing Team Development
- Operations Management
- Cross-Functional Leadership
- People Operations
- Strategic Partnerships and Planning
- Guest Experience Excellence

PROFESSIONAL EXPERIENCE

Lowes

Louisville, KY

American retail company specializing in home improvement that operates chain of stores across U.S. and Canada.

District Manager | 2020-Present

Lead retail operations for 13 stores across Centric KY and Southern IN district. Manage team of 13 Store Managers and total headcount of 2,600 to 3,000 employees. Focus on sustaining \$800 million market by maximizing sales, customer service, profit, and productivity. Manage cross-functional team responsible for reducing front-end loss.

- **Turned around district performance to surpass annual sales plan by 18% with comparable growth of 21%** by developing and executing action plan based on business reviews in five core areas.
- **Company loss projected to drop by over \$200 million** by building cross-functional team to identify root cause of front-end loss and provide sustainable solutions with measured Earnings Per Share (EPS) return.
- **Boosted store ranking to number eight out of 138 districts nationwide** based on customer service metrics.
- **26% penetration of entire store revenue** earned by driving growth of Professional Business.
- **Exceeded shrink goal by 10 basis points** through delivery of districtwide operational training.
- **Recognized as sole district leader to received 100% score** as rated by annual district survey requesting associate feedback on company, business unit, and leadership.
- **Improved employee rating 3% while remainder of company decreased 4%** by holding employees accountable for actions, maintaining open dialogue with teams, and appreciating value of key contributors.
- **Increased store applicants** through creation of recruitment program rolled out to entire southern district.
- **Drove development of product enhancements, equipment and tool selection improvement, and reset design** by launching rural merchandising initiative in collaboration with 12 merchants.

JC Penney

Chicago, IL

Midscale American department store chain operating 67 stores across 49 states and Puerto Rico.

District Manager | 2015-2020

Directed team of 15 General Managers and total headcount of 3,100 employees to sustain \$225 million in annual revenue. Provided strategic direction for designated business partners to maximize sales, customer service, profit, and productivity. Identified sales and profit benchmarking opportunities across district and region. Evaluated execution of store environment standards and customer experience. Accountable for more than \$46 million in operating budgets.

- **\$9 million in incremental sales achieved within ten months** by ensuring stores' product lines reflected needs of community and local environment.
- **Ranked as top three district for operational efficiency** by driving shrinkage reduction, payroll productivity, inventory accuracy, and sales growth.

- **Finished in top 18% companywide for sales versus plan** and top 25% for profit versus plan in 2018.
- **Consistently met or exceeded annual budget expectations** for controllable expenses (\$23.5 million), payroll (\$21.4 million), and general expenses (\$1.6 million).
- **Recognized as one of only eight districts** to successfully meet plan for sales and expenses.
- **Rolled out Assistant Manager development program** to train up to 20 personnel at once with all participants ultimately receiving promotions.
- **Reduced shrink from 2.5% to 1.6%** by improving processes and maintaining consistency.

The Home Depot

Chicago, IL

Largest home improvement retailer in U.S. with nearly 500,000 employees and more than \$151 billion in revenue.

District Manager | 2008-2015

Managed 13 stores with \$500 million in volume. Oversaw 13 direct reports, 39 indirect reports, and 2,000 field-level associates. Executed strategies that drove sales, profit, and talent growth, as well as operational processes that improved bottom-line results across district. Consistently achieved or exceeded sales, service, and profit goals. Developed staff at all levels to increase responsibility and advancement opportunities.

- **Earned recognition as first district** to achieve all 40 controllable metrics on company's new retail scorecard.
- **Achieved successful implementation and rollout of company reporting tool** to total of 60 field users.
- **Launched inspirational leadership program for 20 field supervisors per quarter** that was subsequently implemented in districts regionwide.
- **Led company with 92% Likely to Recommend (LTR) score** by empowering frontline associates to address customer needs and demands.

Regional Director of Asset Protection | 2006-2008

Executed asset protection strategies across ten districts with total of 114 stores representing \$5.5 billion in regional sales. Improved inventory shrink results, controlled internal and external theft and fraud, and positively impacted health and safety of store environments. Managed ten direct reports and 72 indirect reports.

- **\$60 million in operational savings** earned by developing first-class asset protection team and gaining key stakeholder buy-in for action plans centered around three key areas of operation.
- **Improved product findability by 20% and freight completion timing by more than two hours** through establishment of new process.
- **Developed ten direct reports to exceed profit goals by up to 25 basis points across all ten districts** by driving team focus on operational excellence and store productivity.
- **Delivered 0.63% shrink results** – the lowest in the company.
- **Honored with Most Improved Award for elevating general liability performance from worst to best in company** by implementing bi-weekly safety calls and store safety program.
- **Gained immediate and consistent return** by focusing on core operational areas and implementing specific actions for highest areas of loss.

MILITARY SERVICE

United States Air Force
Military Police
 Tours of Duty in Montana and England