

ASSISTANT STORE MANAGER OF OPERATIONS AND HUMAN RESOURCES

Highlights

- SKILLS / STRENGTHS Computer
- Peoplesoft, Kronos payroll management system, Microsoft Word, Excel, Access, and PowerPoint, entry level HTML Professional
- Excellent communicator, motivator, and decision maker
- Strong analytical and problem solving skills
- Ability to handle multiple task and lead to completion
- Strong public speaker

Accomplishments

- Wall Street Journal Award in Economics and Finance 2010
- Civic Club Scholarship 2008
- Kohl's Territory Finalist for Manager in Training competition 2012

Experience

Assistant Store Manager of Operations and Human Resources May 2014 to Current

Company Name 1/4 City , State

- 05/2014 to Present 5241 McFarland Drive Durham NC, 27707 Supervisor: Stacyanne Belsky (stacyanne.belsky@kohls.com) Not Available for Contact (919) 489-1116 60 hours per week \$48,750/year Assistant Store Manager of Operations and Human Resources (Retail Volume approx 15.5 million) Operations
- Manages stores payroll projections, productivity, and controllable expenses in relation to sales trend
- Review scheduled vs. workload reports, and directs area supervisors to edit schedules to workload
- Oversee truck unload process to ensure company standards are being met
- Lead the Replenishment Best Practice Merchandise Location System to maximize efficiency and execution.
- Provide general oversight of building and equipment maintenance and upkeep, coordinate local and corporate resources to ensure ongoing and preventative maintenance of interior/exterior is achieved
- Oversees efforts to adhere to all building safety requirements
- Responsible for the implementation and maintenance of all Company stockroom capacity and organizational guidelines
- Responsible for managing and coordinating all store remodeling and repair and maintenance projects
- Lead inventory prep planning and ensures inventory execution goal is achieved
- Partner with Loss Prevention on all inventory programs Human Resources
- Lead the interview and hiring process to maintain proper staffing levels to match workload
- Manage associate files to company policy/legal requirements
- Lead the Associate annual review process
- Coaches and counsels Associates when necessary based on Company productivity goals
- Lead the completion and administration of Associate counseling in accordance to Company policies/HR guidelines
- Lead associates training administration
- Develops and coaches Area Supervisors to promotable levels
- Develops programs to drive positive reinforcement and motivation to all Associates
- Participated in the recruitment of executive talent at North Carolina State University (NCST)
- Selected as peer resource for incoming executives

Assistant Store Manager of Apparel and Accessories Apr 2012 to May 2014

Company Name 1/4 City , State

- 04/2012 to 05/2014 1361 Boone Station Drive Burlington, NC 27215 Supervisor: James Floyd (james.floyd@kohls.com) Available for Contact (336) 458-6223 60 hours per week \$42,500/year Assistant Store Manager of Apparel and Accessories (Retail Volume approx 7 million)
- Analyze business summary reports daily to determine growth opportunities
- Partner with HR/OPS ASM to address inventory issues and communicate to corporate partners
- Ensure Company merchandise presentation directives and standards are met and maintained
- Develop and implement action plans to ensure key business areas outperform LY figures
- Operate Kronos payroll management system
- Lead store in the following areas: associate development, supervision of merchandise sales areas to ensure execution according to company Best Practice, analysis of business operations, and expense management.
- Complete and administer associate counseling documentation / administer associate annual review
- Recruit, interview and hire new talent
- Competitively walk completion and report to store manager and district manager

Manager in Training (MIT) (Retail Volume approx Jan 2012 to Apr 2012)

Company Name 1/4 City , State

- 01/2012 to 04/2012 3648 E Franklin Blvd Gastonia, NC 28056 Supervisor: Susette Vlasich (704) 824-0091 40 hours per week \$17.50/hour Manager in Training (MIT) (Retail Volume approx 17.5 million)

- Lead "Manager on Duty" program
- Resolve escalated customer concerns
- Lead and drive Loyalty Programs (Credit and Email Solicitation) to ensure store goals are achieved
- Coach Cashier's on proper soliciting techniques and provide tools for customer engagement
- Ensure daily sales floor standards are maintained
- Positively influence associate engagement and morale through recognition program
- Responsible for merchandising updates and sales growth of Home Decor and Juniors department

Store Management Intern Jun 2011 to Jan 2012

Company Name ¼ City , State

- 06/2011 to 01/2012 3050 Watson Blvd Warner Robins, GA 31093 Supervisor: Debra Drake (Available for Contact) (478) 293-7300 40 hours per week \$11.25/hour Store Management Intern (Retail Volume approx 16.5 million)
- Assist store management in day-to-day operations
- Lead teams in sales floor moves
- Partner with dock supervisor in expediting truck freight
- Complete and present Capstone Project on store environment and area of opportunity

Vice-President of Community Service Delta Sigma Pi Aug 2009 to May 2010

Company Name ¼ City , State

- Post Office Box 8065 Statesboro, Georgia 30460 Supervisor: Margaret Pigatt-Lanier (912) 478-5413 40 hours per semester \$1,500/stipend Peer Financial Counseling Student Liaison
- Educate Students on the following modules: Budgeting, Managing Credit and Debt, Controlling Credit
- Train Peer Financial Counselors on Modules to deliver to student organizations/classrooms
- Partnered with other student organizations/faculty to set up venues to present PFC Modules
- Recruit alumni and business community leaders for career development seminars
- Partner with faculty for fundraising events
- Raise awareness of organization on campus Coordinate community service activities with the Provincial Community Service Committee
- Ensure that chapter meets volunteer requirement set by the central office
- Organized campus-wide blood drive

Education

BBA , Economics 2010 Georgia Southern University ¼ City , State , US Georgia Southern University BBA 2010 Statesboro, GA Major - Economics

Affiliations

Economics Club

Skills

Million, Retail, Retail Marketing, Sales, Operations, Associate, Hr, Inventory, Payroll, Business Operations, Documentation, Kronos, Training, Credit, Equipment Maintenance, Human Resources, Loss Prevention, Maintenance, Recruitment, Staffing, Stockroom, To Sales, Sales Floor, Budgeting, Career Development, Central Office, Financial Aid, Fundraising, Liaison, Pfc, In Sales, Access, Award, Entry Level, Excel, Html, Journal, Microsoft Word, Peoplesoft, Powerpoint, Problem Solving, Territory, Word, And Sales, Customer Engagement, Daily Sales, Merchandising