

# Manny Manager

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## OPERATIONS MANAGER

*Guiding retail operations to continuing levels of efficiency and success*

Results-oriented Operations Manager with 5 years' experience on-boarding, developing, and motivating high-performance teams that consistently produce upwards sales growth.

*Key skills include:*

- Recruiting, Staffing, and Training
  - Business Reporting
  - POP, SKU, and Inventory Integrity Audits
  - Supply Chain Optimization
  - Warehouse Organization
  - Loss Prevention / Inventory Control
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## PROFESSIONAL EXPERIENCE

MUSIC CENTER, *Raleigh, NC*

**OPERATIONS MANAGER** (January 2015 – Present)

Partner with Store Manager and task associates to ensure seamless operations of high-volume retail store operations. Scope of responsibilities include: inventory management, merchandise resets, staffing, training, shipping and receiving, and financial and operational reporting.

*Key accomplishments:*

- Spearheaded introduction of new planograms that increased sales by 40% within one month.
- Consistently surpassed ambitious EBITDA, sales, and margin goals by more than 5%.
- Introduced sales incentive and employee recognition programs that increased staff retention by 80%.

TOYS FOR ALL, *Raleigh, NC*

**STORE MANAGER** (September 2012 – December 2014)

Held key-holder responsibility for hiring, training, and supervising 50-member workforce. Managed daily store operations, formulated strategic marketing and promotions initiatives, and communicated sales and productivity goals to team members.

*Key accomplishments:*

- Introduced new customer appreciation program that reduced churn by 60%.
  - Coordinated high-profile seasonal sales events producing more than \$100K in sales.
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## EDUCATION

**NORTH CAROLINA STATE UNIVERSITY**, Raleigh, NC

Bachelor of Science in Business Administration (Operations and Supply Chain), 2012