

Contact

www.linkedin.com/in/david-boutwell-mba-37b50759 (LinkedIn)

Top Skills

Retail
Customer Service
Leadership

Languages

English (Native or Bilingual)

Certifications

PLE Operator for Walmart

David Boutwell, MBA

Current Doctoral Student
Sneads Ferry, North Carolina, United States

Summary

DAVID R. Boutwell
Greenville, North Carolina ~ 27834
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STORE MANAGER

Highly skilled and overtly individual-focused leader possessing a strong commitment to the development of customers, staff, and providing a stimulating, safe, and motivating work environment. Dynamic visionary leader and solid team player with a proven track record in collaborating with the Walmart community, decreasing theft, increased customer service satisfaction, and maintaining excellence in business. Trustworthy professional with superior communication skills to develop strong and lasting relationships with all members of the Walmart culture and surrounding community.

Pro-active Assistant Store Manager in “big box” retail and food service settings who consistently serves the customers while maintaining focus on the responsibility of sales and employee development. Ability to oversee all facets of the store while adjusting to various services and needs.

Dedicated customer service manager in “big box” retail and food service settings who unswervingly ensured record-high customer satisfaction rankings, improvements to the bottom line, and turnaround of underperforming operations.

Respected builder and leader of customer-focused teams who instills a shared, enthusiastic commitment to customer service as a key drive toward company goal attainment. Lead by example and guarantee the execution of all safety, security, quality and store operations policies.

Areas of Expertise:

Customer Service Management Customer Satisfaction
Enhancement Teambuilding & Training
Complaint Management & Resolution Front-end & Layaway
Supervision Cost-reduction Strategies
Retail Operations Management Sales & Margin Development Order
Fulfillment
Microsoft Applications Web Design

EDUCATION & CREDENTIALS

Certified Advanced Graduate Studies (Present); Major

Experience

LR & R Inc

Business Development Manager

January 2022 - Present (1 year 10 months)

Sneads Ferry, North Carolina, United States

Self-employed

Student, Stay at Home Dad, etc

January 2018 - August 2022 (4 years 8 months)

Greenville, NC

House on Main

Vice President

2018 - August 2022 (4 years)

Bethel, NC

Working with my wife to bring about neat and unique gifts. Something that can be done on the side. We brainstorm ideas and then she does a lot of the labor aspect.

Big Lots Stores

1 year 9 months

Store Team Leader

May 2016 - January 2018 (1 year 9 months)

Kinston, NC

Responsible for leading, planning, and directing the entire Store Team. Accountable for all functional areas of the store, including the financial performance, execution of company initiatives, staffing, inventory control, and

compliance with company standards. Retains accountability for all aspects of the store, but will often delegate tasks or operational activities to other leaders and will supervise, inspect, train, and/or coach those leaders in order to accomplish all goals

and tasks set for the store. Occasionally required to prepare for freight processing, stock shelves, or participate in other aspects of the freight flow process.

1. Plans, leads, directs, and employs all operational and financial resources to achieve established goals.
2. Utilizes company reports and tools in order to assess efficiency, analyze trends, and identify opportunities for improvement in store performance.
3. Leads all store processes in accordance with company standards, including freight flow, merchandise presentation, reconciliation of all sales, cash and inventory transactions, and customer service.
4. Responsible for the scheduling and payroll processing in the store on a daily and weekly basis.
5. Drives staffing efforts in the store, including interviewing, selection, hiring, training, and performance evaluations of all associates in collaboration with the other members of the store's leadership team.

Store Manager

May 2016 - August 2017 (1 year 4 months)

Walmart

6 years 8 months

Assistant Store Manager (10th Street, and Neighborhood Markets)

November 2014 - May 2016 (1 year 7 months)

Assistant Manager

October 2012 - November 2014 (2 years 2 months)

Clayton, NC

Customer Service Manager

January 2012 - October 2012 (10 months)

Csm over layaway

September 2011 - February 2012 (6 months)

Sales Associate

October 2009 - September 2011 (2 years)

Education

University of Phoenix

Doctorate, Operations Management and Supervision · (2018 - 2021)

University of Phoenix

Master of Business Administration (M.B.A.), Marketing · (2013 - 2015)

University of Phoenix

Bachelor of Business Administration (B.B.A.), Business, Management, Marketing, and Related Support Services · (2011 - 2013)