**Telisa Shade**

Arlington, WA | (425)314-5856 | [Telisa.Shade@gmail.com](mailto:Telisa.Shade@gmail.com)

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Dynamic professional with 15+ years of leadership experience encompassing, operations, human resources, marketing, and visual merchandising. Talent for building high-performing teams to drive results through exceptional customer service and operational excellence.

**Professional Experience**

**Tory Burch | Seattle Premium**

**General Manager | January 2020 - June 2021**

* Oversaw store operations and directed 30 team members, managing performance to maximize performance potential
* Performed community outreach and business development activities, building customer relationships and driving store traffic to increase store profitability 40%
* Compiled regular company reports, analyzing sales and revenue trends and communicating results to regional leadership team
* Controlled profit and loss daily, maintaining accountability for period-end reporting

**Banana Republic Factory Store | Seattle Premium**

**General Manager | June 2018 - September 2019**

* Led team of 4 department managers in store operations, consistently exceeding goals related to store sales, operational excellence, and payroll management
* Maintained accountability for P&L, loss prevention, inventory management, and merchandising, developing and executing strategies to grow business
* Oversaw human resources function including talent acquisition, training, and career development, sourcing and training 60-100 team members to drive sales and revenue

**Ann Taylor LOFT | Seattle, WA**

**General Manager | September 2015 - June 2018**

* Provided leadership and direction to 40 team members, facilitating training and development of leadership, sales, and operational teams
* Analyzed operating costs and P&L statements, revising business action plans as needed to control expenses in alignment with organizational guidelines
* Partnered with 15 local clients and organizations, hosting area events and leveraging social media to promote brand

**Full-Time Caregiver | October 2013 - September 2015**

* Took time away from career to raise my daughter

**Polo Ralph Lauren | Tulalip, WA**

**General Manager | March 2006 - October 2013**

* Directed staff of 60-150 including 10 store leaders, developing and promoting top talent within region and district
* Generated $15M in store sales, driving results through focus on operations, human resources, and merchandising
* Managed performance and professional development of direct reports, providing coaching and follow up through weekly touch base meetings
* Facilitated store and district training on customer experience and operational standards, creating action plans to implement concepts and increase sales

**Additional Experience**

American Eagle Outfitters | Certified Talent Development Supervisor

**Core Competencies**

Operational Management, Leadership, Talent Acquisition, Training and Development, Inventory Management, P&L, Communication, Team Building, Reporting, Visual Merchandising

**Education**

**Diploma**, Benjamin Franklin High School