

## **Michael Musselman**

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### **Professional Summary**

Multidisciplined professional with 18+ years of success in retail operations, buying, and multi-site leadership, now building a career in technology and data-focused roles.

Experienced in using data to improve margins, optimize inventory, and guide staffing decisions, with a track record of collaborating at a national committee level. Seeking to bring a blend of business acumen, technical aptitude, and leadership experience to entry-level roles in technology, analytics, or operations.

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### **Core Competencies**

- Business & Financial Acumen - Increased gross margin by 11% and cut aged inventory by 40%.
  - Retail & Multi-Site Store Management - Directed operations for up to 30 staff, outperforming sales targets by 5–15%.
  - Human Resources & Staff Development - Designed training that boosted margins and customer satisfaction.
  - Strategic Buying & Vendor Relations - Negotiated supplier terms, coordinated seasonal launches, managed 2000+ SKUs.
  - Committee & Cross-Functional Collaboration - Contributed to national Footwear & E-Commerce committees driving 13% YoY e-commerce growth.
  - Technical & Analytical Skills - SQL, Excel (advanced), Java, Python, databases, systems analysis, and networking.
  - Leadership & Community Engagement - Managed sports teams, fostering collaboration, scheduling, and conflict resolution.
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### **Professional Experience**

**Sports Distributors of Canada – Buyer / Retail Operations Manager**

*Prince Albert & North Battleford, SK | 2006 – 2024*

- Managed procurement and vendor negotiations for national-level assortments (2,000+ SKUs across footwear, apparel, and winter sports).
  - Directed retail operations for two locations with up to 30 staff, consistently exceeding sales targets by 5–15%.
  - Introduced a customer service training program that improved margins and boosted customer satisfaction ratings.
  - Optimized staffing through data-driven forecasting, reducing labour costs 6% while maintaining service standards.
  - Partnered with vendors to align seasonal launches with promotions and demand forecasts.
  - Oversaw daily retail operations, sales, and staff supervision in competitive consumer markets.
  - Exceeded sales targets through strategic merchandising, promotional campaigns, and customer engagement.
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## **Technical & Business Tools**

- Software: MS Office 365, Google Workspace, Slack, Planner
  - Data & Analytics: Advanced Excel (PivotTables, VBA), SQL, Access
  - Retail & E-Com Systems: POS, Inventory Management, Shopify, B2B
  - Programming: Java, Python, C#, HTML, CSS, JavaScript, jQuery, React, Bootstrap
  - Systems & Infrastructure: Active Directory Domain Services (AD DS), Microsoft Entra ID (Azure AD), Microsoft Azure (Cloud Platform Services), Server Administration (Basic Networking & User Management)
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## **Education**

### **Saskatchewan Polytechnic — Computer Systems Technology Diploma (Year 2)**

*Expected Completion: 2026*

- Relevant Coursework: Software Development, Databases, Systems Analysis, Hardware, Computer Networks, Statistics, Technical Communications.

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## **Leadership & Committees**

- Member, **National Footwear Committee** (2019–2024) – Collaborated on merchandising standards and inventory alignment.
  - Member, **E-Commerce Committee** (2019–2024) – Helped shape online strategy contributing to 13% YoY growth.
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## **Community & Volunteer Leadership**

- Manager/Coach, Co-ed Slo-Pitch & Football Teams – Prince Albert Nationals & Clams (2016–2024).
  - Volunteer Youth Coach – Third Avenue United Church, North Battleford (2009–2016).
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## **Awards & Recognition**

- **Bauer Retailer of the Year** – Prince Albert Source for Sports, 2019
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