

Summary

Seasoned professional possessing extensive retail, pharmacy and management experience. Efficient and passionate individual dedicated to driving optimal customer satisfaction and patient care with surrounding team. Expert planner with a talent for tracking trends, formulating methods to improve upon any opportunities that may negatively affect the company's bottom line. Experienced in improving financial performance by conducting inventory analyses, training and retaining top talent as well as creating strategic operational plans. Recognized for training multiple managers and leadership in different locations both internal and external hires with development towards becoming great assets to their company. Helped lead multiple large Beauty and Retail turnover team projects in multiple stores within the district and area all during major company mergers. Excels at identifying areas needing improvement, reducing shrink, boosting sales, maximizing profits, and efficiently decreasing operational expenses. Strong written and verbal communication, interpersonal, leadership and problem solving skills.

Experience

- 2018 - 2019
- Walgreens - Store Manager**  
*Haverhill, MA*
  - Improved store sales, profitability and image through proper merchandising, protection of store assets, the selection, training and development of team members, and delivering a distinctive and delightful customer and patient experience.
  - Monitored and analyzed the customer service provided by team members. Offered reminders, training, and encouragement, and developed action plans or performance improvement plans in both retail and pharmacy all with deadlines.
  - Analyzed inventory trends and supervises inventory management, including ordering items, maintaining stock, and liquidating stock while leveraging company resources to avoid outs and excess inventory.
  - Identified sales opportunities to ensure the growth and performance of the store and pharmacy. Analyze financial and performance data; developed action plans to increase sales and control costs.
  - Managed approximately 20 team members of every position from Pharmacy Manager, Assistant Managers and Shift Leaders to Customer Service Associates.
  - Upskilled multiple Assistant Store Managers in Training through work projects and overall store operations in current and other locations as well.
  - Worked with Pharmacy Managers to ensure that all Standard Operating Procedures are being followed per company policies and MA laws in making sure that patient care and safety are top priorities through coaching and managing all Pharmacists and Pharmacy Technicians.
  - Made hiring, promotion and termination decisions. Monitored and approves team member compensation. Addressed issues and disciplined store team members, engaged with Employee Relations and Human Resources as appropriate.
  - Consistently flipped all major IMPROvE scorecard metrics from below to above target goals in these categories: Retail sales, overall NPS, RX NPS, RX scripts/day, and payroll usage for multiple months in FY2019.
  - Built and integrated efficient company training procedures, worksheets, work templates, and tools to be used district wide.
  - Developed and nominated multiple Champion of Champion award winners area wide from my locations (1 team member chosen per 100+ Stores per these categories: Pharmacy Patient Care in 2017 by Tech/SFL, Retail Customer Care in 2018 by SFL.)

Eric Kongkaew

Manager

Contact

**Location:**  
Lowell, MA, 01851  
**Phone:**  
1(978) 935-8860  
**Email:**  
[vincenterikmoxley@gmail.com](mailto:vincenterikmoxley@gmail.com)  
**LinkedIn:**  
<https://www.linkedin.com/in/erikmoxley/>  
**GitHub:**  
<https://github.com/erikmoxley>

Skills

- Inventory Management (10 years)
- Sales & Inventory (10 years)
- Merchandising (10 years)
- Cash Handling (10 years)
- Customer Service (10 years)
- AS400 (10 years)
- Management (5 years)
- Business Management (5 years)
- Operations (5 years)
- Opening/Closing procedures (5 years)
- Cash Management (5 years)
- Kronos (5 years)
- Employee Engagement (5 years)
- Patient Care (5 years)
- Profit & Loss (5 years)
- Bookkeeping (5 years)
- Scheduling (4 years)
- Retail Management (4 years)
- Team Management (4 years)
- Team Development (4 years)
- Leadership Development (4 years)
- Pharmaceutical Industry (4 years)
- Hiring (4 years)
- Disciplinary (4 years)
- Payroll (4 years)

Languages/Tools/Technologies

- English
- Microsoft Word/Excel
- HTML5, CSS3, Sass, Javascript
- Bootstrap, Jquery
- ReactJS, GatsbyJS
- NodeJS, MongoDB
- Git, GitHub
- Netlify, GitHub Pages

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|----------------|---|
| 2015 -<br>2018 | <b>Walgreens - Assistant Store Manager</b><br><i>Lowell, MA/Haverhill, MA/Billerica, MA/Chelmsford, MA/Lawrence, MA</i> <ul style="list-style-type: none"> <li>• Managed approximately 10-15 team members from Designated Hitters to Customer Service Associates.</li> <li>• Communicated regularly with team members through one-on-one discussions, group meetings, soliciting input, answering questions, and ensuring communication is open between management and non-management team members.</li> <li>• Ensured compliance with all corporate policies, applicable employment laws, and is consistently fair in the treatment of all team members.</li> <li>• Supervised the control of the store money including register counts, withdraws from bank, armored car pickups, safe deposits, change orders and maintained all aspects of bookkeeping including ledger, invoices, cash reports and time records.</li> <li>• Participated in company and on-the-job training to improve skills and productivity and attends training requested by District Management and corporate. Completed Drug Store Management training program during specified timeframe (May 2016).</li> <li>• Served as liaison between district, corporate and store to provide a communication channel, respond to requests, provide feedback and implement initiatives.</li> </ul> |
| 2014 -<br>2015 | <b>Walgreens - Shift Leader/Store Floor Lead</b><br><i>Lowell, MA/Haverhill, MA</i> <ul style="list-style-type: none"> <li>• Opened and closed the store in the absence of management including all required systems start-ups, cash handling, and ensuring the floor and stockroom are ready for the next business day.</li> <li>• Completed product returns, order voids, customer refunds, cash drops to the safe, and provides change as requested to cash registers.</li> <li>• Ensured staff has working knowledge of all computer and technology systems and software (e.g. Nextgen registers, StoreNet, Intercom +, all store devices, etc.) Ensured response to all systems problems by contacting information technology support.</li> </ul>  |
| 2008 -<br>2014 | <b>Walgreens - Customer Service Associate</b><br><i>Lowell, MA/Westford, MA</i> <ul style="list-style-type: none"> <li>• Modeled and delivered a distinctive and delightful customer experience.</li> <li>• Performed basic store operations, cash handling, merchandising, resets/revisions, using tools, applications, and devices to assist and meet all customers' needs.</li> </ul>  |

## Certification

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| 2017 | <b>Goal Reality Options Way-Forward  </b> Waltham, MA <ul style="list-style-type: none"> <li>• Company paid training program in coaching [GROW]</li> </ul>   |
| 2015 | <b>Learn Engage Advance Perform  </b> Manchester, NH <ul style="list-style-type: none"> <li>• 3 Month/7 session company paid university training for Assistant Store Managers in Training. Main project and presentation focal points were Net Promoter Score, customer and patient care.</li> </ul> |

## Volunteering

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| 2018           | <b>Walgreens VFW Foundation  </b> Haverhill, MA <ul style="list-style-type: none"> <li>• Represented Walgreens as a participant in annual VFW Santa Parade.</li> </ul>              |
| 2018 &<br>2016 | <b>Walgreens Cystic Fibrosis  </b> Haverhill, MA <ul style="list-style-type: none"> <li>• Represented Walgreens booth as a volunteer and participant in annual CF event.</li> </ul> |
| 2016           | <b>American Diabetes Association  </b> Waltham, MA <ul style="list-style-type: none"> <li>• Represented Walgreens booth as a volunteer in event.</li> </ul>                         |
| 2015           | <b>Team Walk For Cancer Care  </b> Lowell, MA <ul style="list-style-type: none"> <li>• Participated in 5k walk for Cancer Care @ Tsongas Arena in Lowell, MA.</li> </ul>            |

## Education

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| 2007 | <ul style="list-style-type: none"> <li>• Lowell High School</li> </ul> |
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