

## Manager | GM | Operations

Detail oriented, efficient and highly passionate professional possessing extensive retail, pharmacy and leadership experience.

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## WORK EXPERIENCE

### Store Manager

Walgreens Boots Alliance

2018-2019  
Haverhill, MA

- Managed 20+ team members [Pharmacy Manager, Assistant Managers and Shift Leaders to Customer Service Associates.]
- Upskilled multiple Assistant Store Managers through work projects and overall store operations in multiple locations.
- Coached all team members to ensure all Standard Operating Procedures are properly followed per company policies and MA laws.
- Consistently improved major scorecard KPI metrics from below to above target goals: Retail sales (4.8%+), overall NPS (78%+), RX NPS (82%+), and payroll usage (100%) during Fiscal Years 2018 & 2019.
- Built and integrated efficient company approved training procedures, worksheets, templates, overall guidelines and tools used district wide.
- Hired, developed, and promoted talent through coaching, setting expectations and follow through.

### Assistant Store Manager

Walgreens Boots Alliance

2015-2018  
Haverhill | Billerica | Chelmsford, MA

- Managed ~10-15 team members [Designated Hitters to CSAs.]
- Communicated regularly with teams through one-on-one discussions, meetings, answering questions, and ensuring two-way communication is open between management and non-management team members.
- Participated in company and on-the-job training to improve skills and productivity and attended training requested by DM and corporate.
- Completed Drug Store Management training program [March-May 2016.]
- Served as liaison between district, corporate and store to provide a communication channel, respond to requests, provide feedback and implement initiatives.

### Shift Leader

Walgreens Boots Alliance

2014-2015  
Lowell | Haverhill, MA

- Trained and supervised team members. Provided input for performance reviews and identified areas for additional training.
- Championed all shrink and product waste reduction procedures to decrease the bottom line losses for each location. Used and coached company's best practices and customer care to consistently lower inventory losses on average by \$1,500-3,000/month.

### Customer Service Associate

Walgreens Boots Alliance

2008-2014  
Lowell | Westford, MA

- Modeled and delivered a distinctive and delightful customer experience.
- Performed basic store operations, cash handling, merchandising, resets/revisions, used tools, apps, and devices to assist and meet all customers' needs.

## SKILLS

Inventory Management | Merchandising  
Cash Management | AS400 | Kronos | P&L  
Bookkeeping | Scheduling | Payroll  
Pharmaceutical Industry | Hiring | Disciplinary

## SOFT SKILLS

Leadership Development | Team Development  
Leadership | Employee Engagement  
Patient Care | Customer Service | Planning  
Patient, Customer & Employee Retention

## TECH SKILLS

Microsoft Word & Excel | Wordpress | HTML5  
CSS3 | Sass | Javascript | ReactJS w/Redux  
GatsbyJS | Bootstrap | NodeJS | Git & Github  
GH Pages | Netlify

## CERTIFICATES

Goal Reality Options Way-Forward [GROW]  
2017 | Waltham, MA

- WBA paid InsideOut Development coaching.

### Learn Engage Advance Perform

2016 | Manchester, NH 2016

- 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.

## EDUCATION

Lowell High School

## VOLUNTEERING

Walgreens VFW Foundation

2018 | Haverhill, MA

- Participant in annual VFW Santa Parade.

Walgreens Cystic Fibrosis

2016-2018 | Haverhill, MA

- Volunteer and participant in annual CF event.

American Diabetes Association

2016 | Waltham, MA

- Represented Walgreens booth as a volunteer.

Team Walk For Cancer Care

2015 | Tsongas Arena @ Lowell, MA

- Participated in a 5k walk for Cancer Care.