

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. 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
 - 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.
 - 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.)
- 2015 - 2018

Walgreens - Assistant Store Manager
Lowell, MA/Haverhill, MA/Billerica, MA/Chelmsford, MA/Lawrence, MA
 - Managed approximately 10-15 team members from Designated Hitters to Customer Service Associates.
 - 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.
 - 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).
 - Served as liaison between district, corporate and store to provide a communication channel, respond to requests, provide feedback and implement initiatives.
- 2014 - 2015

Walgreens - Shift Leader/Store Floor Lead
Lowell, MA/Haverhill, MA
 - 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.
 - Completed product returns, order voids, customer refunds, cash drops to the safe, and provides change as requested to cash registers.
 - 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.

Eric Kongkaew

Manager | Developer

Contact

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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
- Wordpress
- HTML5, CSS3, Sass, Javascript
- Bootstrap, Jquery
- ReactJS, GatsbyJS
- NodeJS, MongoDB
- Git, GitHub
- Netlify, GitHub Pages

- 2008 - 2014

Walgreens - Customer Service Associate

Lowell, MA/Westford, MA

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

Certification

- 2017

Goal Reality Options Way-Forward | Waltham, MA

- Company paid training program in coaching [GROW]
- 2015

Learn Engage Advance Perform | Manchester, NH

- 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.

Volunteering

- 2018

Walgreens VFW Foundation | Haverhill, MA

- Represented Walgreens as a participant in annual VFW Santa Parade.
- 2018 & 2016

Walgreens Cystic Fibrosis | Haverhill, MA

- Represented Walgreens booth as a volunteer and participant in annual CF event.
- 2016

American Diabetes Association | Waltham, MA

- Represented Walgreens booth as a volunteer in event.
- 2015

Team Walk For Cancer Care | Lowell, MA

- Participated in 5k walk for Cancer Care @ Tsongas Arena in Lowell, MA.

Education

- 2007

- Lowell High School