

Eric Kongkaew

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PROFESSIONAL EXPERIENCE

WALGREENS BOOTS ALLIANCE – Greater Boston, MA

Store Manager | District

Jan 2018 – May 2020

- Managed 20+ team members in location while upskilling Assistant Store Managers, Store Managers, and Pharmacy Managers in the district through work projects, overall store and pharmacy operations
- Coached and mentored multiple Management Trainees through passing company university work assignments – each focal point: customer care, reducing shrink and new age digital adoption of tech and software where key ideas and strategies were later implemented in the company's future initiatives
- Interpreted Key Performance Indicator (KPI) data, daily and monthly analytics to develop action plans that would help influence trends, meet company expectations and meet target goals to drive bottom line success: E.G. Retail sales (4.8%+), Overall Net Promoter Score (78%+), payroll usage (100%), Rx NPS (82%+), 90 Day Rx, patient adherence and Verified by Promised Time (78%+) Fiscal Year to Date 2018 & 2019
- Built and integrated efficient company approved training procedures, templates, guidelines and tools used district wide which led to increased leadership engagement and improved employee on-boarding and retention
- Recruited, hired and trained Annual Acknowledgement Award winning team members chosen for Area (1 of ~100 locations: Rx Technician (Patient Care in 2018) and Shift Leader (Overall Customer Care in 2019)
- Exceeded customer service and patient care (Net Promoter Score & Rx) targets 2 years in a row

WALGREENS BOOTS ALLIANCE – Greater Boston, MA

Assistant Store Manager | Operations

Nov 2015 – Jan 2018

- Managed ~10-15 team members ranging from Pharmacy Tech Trainees to Customer Service Associates
- Organized, coordinated, and budgeted a major brand transformation project after merger with Boots UK.
- Led a district team of 8 in implementing new cosmetic lines such as No7/S&G into 8 stores in our area in 7 days
- Utilized Kronos to maintain time cards and bi-weekly payroll; Workforce for scheduling, PTO and overall budgeting

WALGREENS CO. – Middlesex County, MA

Customer Service Associate | Shift Leader | Supervisor

Sep 2007 – Nov 2015

- Trained and supervised teams. Provided input for team's performance reviews and identified areas for more coaching
- Championed all shrink and product waste reduction procedures to decrease losses on average by \$1,500/month

GENESIS HEALTHCARE – Middlesex County, MA

General Maintenance Technician

Nov 2008 – Oct 2009

EDUCATION

Zero to Mastery | Udemy – Remote | <https://github.com/ErikMoxley>

Aug 2019 – Present

Web/Software Development | HTML5, CSS3, Javascript, Bootstrap, Sass, ReactJS, NextJS, Git, NPM, Netlify

LHS – Middlesex County, MA

2003 – 2007

Business Management & Financial Pathway | Programming

ADDITIONAL

- **Skills:** Inventory Management, Operations, Merchandising, Cash Management, AS400, P&L, Human Resources, Workforce Scheduling, Kronos, Payroll, Healthcare Industry, Pharmaceutical Industry, Hiring, Recruiting, ATS, Retail
- **Soft Skills:** Leadership Development, Team Development, Performance Management, Employee Engagement, Patient Care, Customer Service, Planning, Patient/Customer/Employee Retention, Communication, 3rd Party Vendor MGMT
- **Technical Skills:** Microsoft Office, Word, Excel, PowerPoint, Web Development, HTML5, CSS3, Sass, Bootstrap, Javascript, NodeJS, SQL, ReactJS, NextJS, Git, GitHub, Version Control, Netlify, NPM, Tableau, 14+ years of Computer Literacy, Hardware, Information Technology
- **Certifications & Training:** Learn Engage Advance Perform (LEAP) Walgreens University for Drug Store Managers in Training (2016), Goal Reality Options Way Forward InsideOut Development Coaching (2017)
- **Volunteering:** Walgreens VFW Foundation (Haverhill, MA 2018), Cystic Fibrosis (Haverhill, MA 2016-2018), American Diabetes Association (Waltham, MA 2016), Team Walk for Cancer Care Tsongas Arena (Lowell, MA 2015)