

# Holden Melander

Franchise Owner, Lakewood Grocery Outlet

Experienced Franchise Owner with solid background in Business Operations. Directs business activities with proven expertise in strategic planning, marketing and staff leadership. Strong record of driving consistent growth.

## Work History

**2021-06 -  
Current**

### Franchise Owner

*Grocery Outlet Bargain Market, Lakewood, WA*

- Handling a wide variety of responsibilities in a calm and professional manner including licensing, bookkeeping, building and equipment maintenance, employee management and customer service.
- Managing labor, inventory and overhead costs to maintain business profitability.
- Overseeing payroll, business planning and marketing for franchise operations.
- Created practical and fiscally efficient budgets based on projected sales and expenses.
- Drafted handbooks detailing proper procedures for new employees and department managers.
- Developed and put into motion effective marketing, social media and customer service strategies, resulting in 9% sales growth YOY.
- Improved public awareness through outreach programs such as interviews for magazine publications, fundraisers for charity and building relationships with local community organizations.
- Supervising hiring, orientation and training procedures for new employees.
- Managing a product ordering process that meets local customer demand while maintaining a store profit margin of 28%.
- Created store layout plans that promoted sales while discouraging theft.

## Contact

### Address

Lakewood, WA, 98498

### Phone

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### E-mail

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## Skills

Customer Service

Retail Management

Training

Inventory Management

Marketing

Quickbooks

Merchandising

2018-11 -  
2021-06

## **Merchandise Supervisor**

*Advantage Solutions, Idaho Falls, ID*

- Trained, mentored and oversaw team members to drive performance and sales excellence.
- Set schedules and delegated merchandising assignments to achieve demanding targets under tight deadlines.
- Serviced accounts using prospecting, product marketing and merchandising techniques to enhance product awareness.

2015-07 -  
2018-12

## **Assistant Manager**

*Walmart, Midvale, UT*

- Assisted in running a \$38 million retail store with more than 100 employees and over \$3 million in backroom inventory.
- Forecasted customer demand on a monthly basis, selecting products that generated the greatest sales volume, exceeding company goals.
- Generated repeat business through exceptional customer service while addressing customer concerns with friendly and knowledgeable service.
- Conducted weekly motivational staff meetings addressing questions and concerns, set goals for improvement and evaluated progress.
- Assisted with planning schedules and delegating assignments to meet coverage and service demands.

2015-01 -  
2015-07

## **Marketing Campaign Manager**

*20/20 Events, Bountiful, UT*

- Generated an average of \$10,000 to \$12,000 in sales on a 12 day event schedule.
- Mentored local personnel on best practices and protocols to maximize productivity.
- Built professional sales presentations promoting company services to groups of potential customers.
- Demonstrated products and specific features at customer locations and special events.

2014-04 -  
2015-01

## **Intern / Store Manager**

*Johnson's Discount Foods, Idaho Falls, ID*

- Conducted product research and pricing to maximize profitability.
- Managed inventory and merchandising responsibilities in a time-efficient manner.
- Managed store employees in a fast-paced environment through proactive communication and positive feedback.
- Built lasting business relationships with customers and vendors.
- Managed inventory control, cash control and store opening and closing procedures.

**2012-09 -  
2014-07**

### **Overnight Stocker/Meat Associate**

*Walmart, Idaho Falls, ID*

- Assisted in the training of new associates.
- Monitored meat temperatures for safety and quality.
- Restocked products based on inventory and customer demands.
- Maintained a clean work environment, promoting optimal productivity and safety standards.

**2001-02 -  
2009-09**

### **Crew Member / Team Leader (Supervisor)**

*Arby's, Clinton, MI*

- Oversaw personnel to maintain staffing and minimize overtime.
- Created and implemented policies to achieve customer satisfaction and maintain food service standards.
- Purchased food, beverages, equipment and supplies.
- Supervised food preparation for hygiene and quality standards.

## **Education**

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**2009-09 -  
2014-12**

### **Bachelor of Science: Business Management in Entrepreneurial Management**

*Brigham Young University - Idaho - Rexburg, ID*