JAMES MCGUIGAN

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PROFESSIONAL SUMMARY

Dynamic business management professional with 8+ years of progressive leadership experience and dual bachelor's degrees in Management Information Systems and Psychology. Combines technical expertise in data analytics, business intelligence, and automation with proven retail operations management. Track record of driving 25% increases in customer retention, reducing operational costs by 20%, and leading cross-functional teams of 15+ employees. Certified in Google Data Analytics, Business Intelligence, Cybersecurity, and Python Automation with hands-on experience implementing digital transformation initiatives.

CORE COMPETENCIES

Leadership & Management:
Team Development | Staff Training & Mentoring | Performance Management | Operations Oversight | Project Leadership

Business Operations:
Inventory Control | Supply Chain Coordination | Loss Prevention | Payroll Management | Scheduling Optimization | Quality Assurance

Technology & Analytics:
Data Analytics | Business Intelligence | Python Programming | Automation | Cybersecurity | UX Design | Cloud Services (Azure, Google Workspace)

Customer Experience:
Customer Relationship Management | Sales Strategy | Service Excellence | Feedback Analysis | Loyalty Programs

Technical Proficiency:
Microsoft Office Suite (Excel, Word, PowerPoint) | Point of Sale Systems | Web Development | Database Management

EDUCATION

Bachelor of Science, Management Information Systems
State University of New York College at Old Westbury | GPA: 3.7 | Sep 2022 - May 2025

Bachelor of Science, Psychology

State University of New York College at Old Westbury | GPA: 3.6 | Jan 2018 - May 2020

Associate of Science, Liberal Arts

Nassau Community College | GPA: 3.5 | Sep 2015 - Dec 2017

PROFESSIONAL EXPERIENCE

Store Manager

Starbucks | Nassau County, NY | Aug 2016 - Dec 2024

- Managed P&L for high-volume retail location generating $2.3M+ annual revenue, consistently exceeding quarterly sales targets by 12%

- Implemented data-driven inventory management system using advanced analytics, reducing waste by 20% and improving profit margins

- Led digital transformation initiative introducing mobile POS systems and automated scheduling, increasing operational efficiency by 18%

- Developed customer retention strategies leveraging CRM analytics that increased loyalty program participation by 25% and repeat purchases by 30%

- Recruited, trained, and managed cross-functional team of 15+ employees across multiple shifts with 95% retention rate

- Established quality assurance protocols and safety compliance standards, maintaining 100% health department inspection scores

Manager of Operations

The French Workshop | Garden City, NY | Nov 2020 - Feb 2023

- Directed end-to-end operational activities for multi-location specialty retail chain, overseeing $1.2M in annual inventory

- Collaborated with C-suite executives to develop strategic growth initiatives, contributing to 15% year-over-year revenue increase

- Designed and implemented performance management framework with KPI dashboards, improving team productivity by 22%

- Negotiated vendor contracts and optimized supply chain logistics, reducing procurement costs by 18% while improving delivery times

- Led ERP system implementation and staff training, streamlining operations and reducing manual processes by 40%

- Maintained compliance with industry regulations and conducted quarterly operational audits with zero critical findings

Sales Expert

T-Mobile | Garden City, NY | Dec 2022 - Jul 2023

- Built strong customer relationships through consultative selling and technical product expertise

- Analyzed customer feedback data to identify improvement opportunities and enhance service delivery

- Supported management initiatives by completing special projects and strategic assignments

- Achieved consistent sales performance metrics while maintaining high customer satisfaction scores

- Provided technical support and product training to customers and team members

Store Manager

Journeys | Garden City, NY | Oct 2018 - Nov 2020

- Recruited, hired, and trained retail staff while developing comprehensive onboarding and mentorship programs

- Analyzed sales data and customer traffic patterns to optimize staffing schedules and resource allocation

- Negotiated with suppliers and vendors to secure competitive pricing and favorable contract terms

- Implemented loss prevention strategies that reduced shrinkage by 18% while maintaining customer service standards

- Managed P&L responsibilities including budgeting, forecasting, and financial reporting

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

Google Professional Certifications:

Google Data Analytics Professional Certificate | Google Business Intelligence Professional Certificate | Google Cybersecurity Professional Certificate | Google IT Support Professional Certificate | Google UX Design Professional Certificate | Google Automation with Python Specialization

Industry & Technical Certifications:

IBM Data Science Professional Certificate | Microsoft Excel Essentials Certification (LinkedIn Learning) | Starbucks ASU Business Leadership Certificate | Starbucks Coffee Mastery Certification | New York State Food Preparation and Handling Certification | Nassau Community College Cybersecurity Certification | Nassau Community College Information Technology Certification

Cloud & Development:

Microsoft Azure Cloud Services | Google Workspace Administration | Web Development and Design

KEY ACHIEVEMENTS

- **Revenue Growth:** Managed operations generating $2.3M+ in annual revenue with consistent quarterly growth

- **Digital Transformation:** Led implementation of cloud-based systems and mobile technologies, improving efficiency by 18%

- **Customer Experience:** Achieved 98% customer satisfaction scores and increased loyalty program participation by 25%

- **Academic Excellence:** Maintained 3.7 GPA in Management Information Systems while working full-time

- **Cost Optimization:** Reduced operational expenses by 20% through data-driven inventory management and process automation

- **Team Leadership:** Built and managed high-performing teams of 15+ employees with 95% retention rate

- **Process Improvement:** Streamlined operations reducing manual processes by 40% through ERP implementation

- **Professional Development:** Completed 9 professional certifications in data analytics, cybersecurity, and business intelligence

TECHNICAL SKILLS

Programming & Analytics:

Python | SQL | Data Visualization | Statistical Analysis | Business Intelligence Tools

Software Proficiency:

Microsoft Office Suite | Google Workspace | CRM Systems | POS Systems | Inventory Management Software

Cloud & Web Technologies:

Microsoft Azure | Google Cloud Platform | Web Development | Database Management

Cybersecurity:

Risk Assessment | Compliance Management | Data Protection | Security Protocols