

LUZANNE BURT

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PROJECT MANAGEMENT LEADER

Web Development — Retail & Warehouse Operations — Process Improvements

Web Developer with a Full Stack Developer certificate from UCF Continuing Studies and strategic visionary with a comprehensive background in strategic development and project management. Talented leader with expertise in formulating pivotal turnaround strategies through cost-effective management of resources and quality performance. Passionate about implementing change management and leading teams to efficient success while meeting company goals.

PROFESSIONAL EXPERIENCE

ASHLEY FURNITURE, Central, NJ

2003 – 2018

District Merchandising Manager (2015 – 2018)

Steered and directed overall customer merchandise experience across 6 retail locations with over \$20M in annual revenue. Established annual and departmental budgets including expenses, labor and purchasing. Attended buying markets quarterly.. Completed monthly and quarterly store visits to ensure stores were set to company standards in visual merchandising, safety and facility aspects. Cultivated relationships with vendors and served as the primary point of contact between merchandise vendors and the company. Negotiated terms, pricing and rebates to ensure best value for product based on company needs.

- Worked with developer to create dashboards from SQL databases to analyze KPI data and present to stakeholders.
- Led procurement team in managing \$20M in deliveries per year, while meeting customer delivery times and less than 1% of pieces not available on first attempt.
- Reduced accessory merchandise inventory by 40% while maintaining sales and increasing profitability.
- Developed Bedding category merchandise and worked with Sales team to increase the percent of sales from 10% to 22% resulting in increased average ticket, profitability and reduction in processed returns.
- Recommended and facilitated purchases of several hundred containers resulting in decreased costs (averaging 15% cost savings per container) on best selling skus.
- Managed large teams to plan and physically complete 3 major store openings and countless store resets.
- Steered product selection, planning all logistics, labor, set up, coordinating with all departments for new merchandise placement, resets & new store openings.
- Reviewed monthly sales data on merchandise in all categories and created plans to increase sales on specific product or replace based on its life cycle and position.
- Worked with stakeholders to develop and institute training and culture to increase employee retention and satisfaction across all departments as well as customer satisfaction resulting in increased sales.

Merchandising Manager (2007 – 2015)

Created and maintained retail store signage for all products. Exported and manipulated data from ERP to provide necessary reporting to District Merchandising Manager. Provided analysis and insight on product sales based on data as well as maintaining dashboards.

- Attended buying markets and provided insight on sales trend and met with vendors to review sales and purchases.
- Participated in Kaizen events to further company Lean Initiatives.
- Planned and executed physical inventories at all locations and the DC including spearheading all reconciliations.
- Completed all purchasing and procured all merchandising supplies for all locations.
- Selected merchandise for marketing campaigns and events.

Various Operations Management & Customer Service Positions (2003 – 2007)

TECHNICAL SKILLS

- HTML, CSS, JS, JQuery, Bootstrap, Materialize, MongoDB, MySQL, Express.js, Handlebars.js, Node.js, Microsoft Office Suite(Advanced Excel), Adobe Photoshop

EDUCATION & PROFESSIONAL DEVELOPMENT

Full Stack Developer Certificate, UCF Continuing Education, Orlando, FL August 2019

Rider University, Lawrenceville, NJ, 2001 – 2005(Plan to Re- Enroll Online for Jan 2020 to complete 12 credits to BA in Business Administration)