

# Michael Spore

Nashville, TN | 615-525-5296 | michaelspore@gmail.com

## EXPERIENCE

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### **Oak Factory Outlet**

*Store Manager*

**Nashville, TN**

2015-2019

- Manage daily operations for retail furniture sales that total over \$1.5M per year. Drive profitability of store by maximizing sales, effectively managing staff, and minimizing overhead.
- Utilize LIFO inventory management. Oversee warehouse staff, ensuring proper receipt, storage, and delivery of inventory.
- Oversee all customer service responsibilities as well as maintain collaborative relationships with manufacturers and distributors. Generate repeat business through exceptional customer service.
- Manage, supervise, coach, and train salespeople on the company's sales methods and service values to ensure a consistent and positive customer experience.
- Overcome barriers to purchase by educating buyers via presentation with necessary materials.
- Partner with store owner to develop best practices and build effective relationships with employees.
- Manage tough conversations with customers and clarify expectations before purchase.

### **Boulevard Wine and Spirits**

*General Manager*

**Nashville, TN**

2014-2016

- Managed all day-to-day store operations, including inventory, pricing, merchandising, and labor.
- Trained and educated staff on new products in the market, with a heavy focus on increasing sales by matching consumer preferences to inventory.
- Developed social media accounts and email marketing strategies to drive in-store sales.
- Communicated frequently with distributors on product education and placement.
- Maintained in close contact with store owner, providing frequent updates on business performance, new initiatives, and strategy.

### **A-Game Sportsplex**

*Facilities Manager*

**Franklin, TN**

2012-2014

- Analyzed operational issues, processes, and customer feedback to make facility improvements that were impactful but within budget.
- Communicated directly with the General Manager to discuss significant building issues and jointly determine action plan.
- Trained employees on proper procedures and best practices to maintain integrity of the building.

### **Helen S Fishing Charter**

*First Mate*

**Pompano Beach, FL**

2012

- Managed up to 60 customers per trip on chartered fishing excursions, consistently ensuring a memorable customer experience.
- Developed a deep knowledge of the fishing vessel, equipment, and gear. Utilized this expertise to assist the captain with maintenance as well as troubleshooting efforts.

### **ServiceSource International**

*Sales Representative*

**Nashville, TN**

2011

- Drove renewal and overall sales of support agreements to an established customer base.
- Utilized industry-specific technology to research accounts and pursue new business opportunities.
- Effectively built and managed relationships with 150-200 accounts per quarter.
- Partnered with other sales representatives and management to improve systems and processes.

## ADDITIONAL

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- Proficient in Microsoft Office (Excel, Access, Word, PowerPoint)
- Excellent written and verbal communication skills

## EDUCATION

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**Middle Tennessee State University**

*Bachelor of Business Administration*

**Murfreesboro, TN**

*December 2010*

- Concentration: Management