

Cyrus Vale

District Manager

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Grantsburg, WI

[LinkedIn](#)

WORK EXPERIENCE

Lucky Seven General Stores

District Manager

Grantsburg, WI | 2022 - current

- Improved regional sales by 19% using Salesforce analytics to identify underperforming stores and execute targeted strategies.
- Used SAP ERP to manage monthly budgets worth 95K+ and implement cost-effective practices that saved the company \$7,482.
- **Generated \$339K+ in additional revenue** by promoting high-margin products among local citizens.
- Created a centralized resource hub in Google Workspace, expediting the average manager onboarding time by 4 days.

Lowe's

Department Supervisor

Madison, WI | 2018 - 2022

- Introduced Microsoft Excel to automate inventory tracking, reducing quarterly discrepancies in records by 21%.
- Scheduled daily work hours in ADP Workforce Now for 14 staff members, **mitigating shift conflicts by 17%**.
- Leveraged Power BI to analyze departmental performance, enforcing standard procedures that helped employees complete 3 more tasks every day.
- Monitored 6 KPIs in real-time with Tableau dashboards, enabling senior managers to make financial decisions 51 minutes quicker.

Follett Corporation

Customer Service Representative

Madison, WI | 2016 - 2018

- Resolved 89% of customer issues upon initial contact, **preventing 11 escalation cases**.
- Coordinated with the IT team on Slack during technical issues, shortening response time to customers by 7 hours.
- Upsold fashion products while handling customer return orders, increasing monthly revenue by \$6,449.
- Hosted multiple live Q&A sessions using Zoom, receiving 94% positive feedback, according to post-conference surveys.

SKILLS

- Microsoft Excel
- Salesforce
- Tableau
- Workday
- Slack
- SAP ERP
- Zoom
- ADP Workforce Now
- Power BI
- Google Workspace

EDUCATION

Bachelor of Science Business Administration

University of Wisconsin

2012 - 2016

Madison, WI