Profile

Successful results driven retail operations manager, with experience in operations management and human resources development spanning retail and service-focused industries.

Proven leader with progressive management experience for large retail organizations.

Experienced in process development and improvement.

Strategic team leader with a consistent level of diplomacy and the ability to effectively interact with all levels of departmental leadership and the general public.

Flexible and versatile – able to maintain a professional composure in deadline-driven environments.

Competent with demonstrated ability to easily transcend cultural differences.

Core Competencies

|  |  |  |
| --- | --- | --- |
| * Retail Management * Yearly budget development * Salary budget management * Replenishement Management * Logistics | * Human Resources * Customer Service * Scheduling * Marketing & Sales | * Training supervisor * Accounting/Bookkeeping * Front-Office Operations * Professional Vendor/Client Relations |

Education

ST FRANCIS COLLEGE – Brooklyn, NY GPA: 3.4  
Bachelor of Science, Business Management 2004   
Dean’s list 2001,2002,2004

Full academic scholarship

CONCORDIA College – Selma, Al GPA: 4.0  
Football Scholarship

1999-2000

Presentation college- sAN FERNANDO

8 O’LEVEL PASSES (2 DISTINCTIONS)

3 A LEVEL PASSES

Professional Experience

## Direct daily business operations, marketing, customer service, and finances across multiple industries

## Determine employee schedules, responsibilities, and work flow

## Increase sales through effective sales strategies, marketing, and customer service

## Cut operational costs through efficient inventory, replenishment and team management

## Hire, train, and direct large staffs to create brand awareness and adhere to corporate protocols

## Set company budgets, maintain profit/loss statements, and ensure overall financial health

## Review and negotiate contracts and agreements with customers, vendors, and financial institutions

## Create employee development programs building staff skill sets and value

## Utilize employee recognition strategies to build morale and company loyalty

## Deliver exceptional customer service resulting in repeat business and referrals

* + Supervised front end to effectively manage customer flow to reduce customer wait time
  + Improved customer services scores 15% to above 80% for second best in district at Safeway
  + Received award for customer service excellence from division president

## Develop and strengthen sustained relationships with clients, staff, vendors, and community leaders

## Represent brand with utmost dedication and professionalism

Employment History

2013 – 2014 sAFEWAY – LEESBURG, VA

* 1st Assistant Store Manager

2010 – 2013 NATURAL FOODS WAREHOUSE- Duluth, GA

* Co- Manager

2009- 2010 PUBLIX SUPERMARKETS- Suwanee, GA

* Frozen Foods Manager

2008-2009 QUICK TRIP – ALPHARETTA, GA

* Assistant Manager

2005– 2008 SAFEWAY – Sterling, VA, Leesburg, VA

* 2nd Assistant Store Manager

2004 – 2005 ENTERPRISE RENT A CAR – Washington, DC

* Management Trainee

**References**

Sheryl-Anne Haynes

Permanent Secretary

Ministry of Land and Marine Affairs

1-868-782-4770

Emerson Buckridan

Refinery Operator, Petrotrin

Contact – 1-868-678-2971