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## SUMMARY

I am a detailed Human Resource and Customer Service Manager with 20 plus years of experience working at major global companies. My strengths include: the proven ability to multi task enhanced with exceptional organizational and personnel/communication skills. I possess excellent planning and prioritizing skills coupled with a strong problem-solving background and the ability to make independent decisions.

I am seeking a position where I can continue guiding and managing the overall provision of Human Resource services, policies, and programs to help flourish and maintain a healthy and thought provoking environment.

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## EMPLOYMENT

*Store Engagement and HR Manager*  
JC Penney Inc.

2010 to 2012

*Based on the company's rating system, I assisted in raising the store's morale and engagement ten points higher than the overall company's goal by performing and leading the following Human Resource responsibilities:*

- Hired and recruited qualified team members for all areas of the Sale's Department
- Managed all HR operations including: organizational departmental planning, filing and filling out paperwork, aiding in benefits, providing professional assistance and advice, received ongoing training, etc.
- Lead diversity training and education for all employees
- Managed all selling floor schedules, store training and managed store morale and engagement through workshops and training sessions
- Delivered quarterly performance reviews to employees helping them achieve their goals as well as to help JC Penney achieve theirs
- Implemented and maintained "open-door" policy to ensure communication amongst departments and employees was balanced and respected
  - Created a 'safe place' for associates and managers to express concerns and encourage open dialogue.
- Worked closely with the General Manager to ensure my responsibilities were completed in a timely and extraordinary manner

Sales Manager responsibilities:

- Working with assistant managers to coach and mentor a team of over 150 associates to learn best sales techniques and deliver customer service skills

*Sales Manager and Human Resource assistant* 2006-2010  
Macy's Inc.  
Assisted with HR responsibilities  
Created the selling and service initiatives within the store  
Managed the employees to see each effort through and achieve greater sales success  
Areas of retail expertise: Cosmetics, Shoes, Juniors and Special sizes

*Executive Team Leader* 2004-2006  
Target Stores Inc.  
Supervised, coached and trained team members to achieve sales, service and presentation goals within assigned areas

*Area Sales Manager* 2002-2004  
Filene's  
Managed all departmental functions including: develop and grow employees, drive sales, provide superior customer service, and contribute to loss prevention

*Divisional Sales Manager* 2000-2002  
Filene's  
Managed and coached several *Area Sales Managers* to develop and grow their business, achieve individual goals of sales, and trained in customer service and shortage 360  
Areas of retail expertise: home store, ready to wear women's accessories and cosmetics

*Area Sales Manager* 1997-2000  
Filene's  
Managed all departmental functions including: training employees, drive and lead sales initiatives, provided superior customer service and helped managed loss prevention  
Areas of retail expertise: home textiles and furniture.

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## EDUCATION/TRAINING

Rochville University; Bachelor of Business Administration 2007  
<http://www.rochvilleuniversity.org/>

Course training include:

- Essentials of leadership management
- Recruiting the best talent
- Fundamentals of coaching
- Leading diversity
- Human resource essentials

*References upon request*

