**SUMMARY**

Talented and accomplished individual with a strong background in retail operations, merchandising, sales and human resource. Proficient at developing and implementing effective policies and procedures. Highly familiar with budget management, scheduling, payroll and inventory control. Excellent reporting and communication skills.

**PROFESSIONAL EXPERIENCES**

**GENERAL MANAGER, PARTY CITY CORP., Newington, CT 2005-2010**

* Oversaw daily business and sales operations for a multi-million dollar retail location.
* Managed, motivated, recruited, trained and developed staff, according to company policies and employment laws, ensured relevant HR procedures were followed (appraisals, discipline, grievance, etc); managed payroll and scheduling according to company policies.
* Planned and implemented store merchandising, layout and customer traffic flow to maximize sales, customer satisfaction, appearance and image for customers.
* Worked with senior management to identify new sales opportunities, and ensured compliance with all corporate programs.
* Managed and prepared weekly and monthly financial, merchandising, operational and sales analysis reports; carried out financial audits; supervised inventory control and merchandising functions.
* Provided an environment that increased sales by 25%.

**RECEIVING MANAGER, BJ’S WHOLESALE CLUB., Willimantic, CT 2002-2005**

* Oversaw company’s distribution and daily functions of the receiving department; inspected physical conditions of the receiving department and equipment; ordered testing, maintenance, repair, or replacement as necessary; reviewed invoices, work orders, and daily receiving reports; oversaw warehouse safety according to OSHA and company standards.
* Managed a staff of five; created schedules, monitored hours; writing and executing monthly and yearly reviews.
* Master key holder for opening and closing of club hours; respond to emergency calls after club hours.
* Maintained 100% incident-free safety environment and ensured compliance with all regulations.
* Maintained a yearly store audit of 100% for three years.

**CUSTOMER SERVICE MANAGER, BJ’S WHOLESALE CLUB., Willimantic, CT 1996-2002**

* Managed daily functions of the store frontend; provided 100% customer satisfaction environment; resolved all customer issues immediately and efficiently.
* Managed a staff of thirty; involved in employee selection, development and training; writing and executing monthly and yearly reviews; managed and prepared daily operational reports
* Maintained customer business files in accordance with federal, state and company regulations; maintained daily and weekly reports; finalized store deposits
* Master key holder for opening and closing of club hours; respond to emergency calls after club hours.
* Maintained a yearly store audit of 98% for six years.

**EDUCATION**

Archbishop Ryan High School for Girls, 1982-1986

Philadelphia, PA

**REFERENCES**

Available upon request