

# ANDREW MCINTIRE

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Portland, OR  
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## SENIOR OPERATIONS MANAGEMENT EXECUTIVE

Strategic and multi-disciplinary business operations leader with a proven aptitude for delivering high-growth results, exceeding operational performance targets, and yielding measurable outcomes while managing an extensive scope of responsibility.

### Added Value

- Expertly builds and optimizes organizational processes, measurement systems, and infrastructure to maximize business results across diverse operations, including publishing, aerospace, and retail/ecommerce industries
- Transforms strategic plans into actionable solutions and benchmarks performance against key operational targets/goals
- Establishes open and transparent relationships with colleagues, clients, and business partners to organically bridge the gaps between disparate groups, cultures, concepts, perspectives, and expectations
- Contributes more than two years of experience in international licensing and global supply chain management
- Leverages multi-disciplinary background to identify and cultivate connections that strengthen company's competitive advantage

### Areas of Expertise

Operational Analysis • Organizational Development • Multi-Site Operations • Strategic Planning & Execution • Process Improvement  
Project Management • Change Management • Budget/P&L Management • Fiscal Efficiency • Negotiation • Risk Assessment/Mitigation  
Tactical Problem Solving • Client Relations • Team Training/Development • Operations Infrastructure • Cross-Functional Leadership

## PROFESSIONAL WORK HISTORY

**Vice President of Retail & General Operations Manager** | Things From Another World, LLC – Portland, OR 2017 – Present

- Directs day-to-day operations of a brick-and-mortar/e-commerce retailer while overseeing all Directors and Department Heads within the company; reports directly to Board of Directors
- Operates as company's primary negotiator, executive-level market/data analyst, public speaker, and public representative
- Orchestrates business development efforts while leading and managing all international collaborations and relationships
- Prepares and manages five-year forecasts and budgets, with full accountability for maintaining profit margins
- Establishes new and transparent company standards, operating procedures, training protocols, and ongoing initiatives
- Analyzes historical sales trends, adjusts inventory mix, and retrain sales and marketing teams to align corporate strategies with business objectives and maintain competitive edge within fluctuating marketplace
- Oversees a culturally diverse, global team while executing a wide range of custom manufacturing and promotional projects
- Develops and refines policies and metrics for multiple departments, including Sales, Marketing, Operations, and Purchasing
- Resolves companywide project management issues, such as e-commerce site redesign; sourced new external development partner following insolvency of contracted third party company, allowing project to maintain both schedule and budget
- Manages and resolves conflicts between company, suppliers, and business partners

### Key Achievements

- Facilitated launch of new TFAW.com e-commerce site as Project Owner following four failed attempts by company prior to tenure
- Spearheaded companywide C.R.A.F.T. (communication, respect, accountability, fairness, and trust) HR initiative; increased average tenure from 4.7 to 5.6 years and reduced turnover rate from 38.9% to 23.3% (well below industry average of 67.5%)
- Led company's first-ever apparel launch from conception through execution as Project Owner; project spanned seven months and successfully achieved targeted sell through goals of 80%+
- Brought 18-month sales decline to an end within 12 months of tenure, generating 8% YOY revenue increase in 2018 while reducing operational costs by 15%; on-track to close 2019 with 10% YOY increase in revenue, despite industry-wide decline
- Proactively re-staffed and retrained all department heads and store managers over a 12 month period; effectively bridged gaps in performance while resolving issues contributing to companywide decline
- Served as first VP in the company to visit China, becoming a key relationship builder during the pre-/post-acquisition process
- Negotiated US distribution rights for 52 Toys, a toy manufacturer from Beijing; facilitated a mutually profitable relationship, leading to greater cooperation between China, 52 Toys, and Things From Another World's parent company, Cenic Media

**Co-Owner & Director of Operations** | All and One Acupuncture & Wellness Clinic – Portland, OR 2010 – Present

- Steered marketing and advertising activities to transform business from a single practitioner startup to a thriving, multi-disciplinary practice comprised of six employees and a 4,000 square foot clinic
- Aligned operational and financial processes with performance improvement and risk-management objectives
- Advised Managing Practitioner on all matters relating to company growth, personnel, and strategy
- Mentored individual personnel to identify talent and facilitate professional development

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**Vice President of Marketing & Sales** | Oni Press, Inc. – Portland, OR

2016 – 2017

- Recruited by President/Publisher to turn around underperforming sales, marketing, and publicity departments
- Established a performance-driven culture through selective recruitment, coaching, and professional development, leading to increased accountability and successful achievement of all KPIs
- Spearheaded channel-specific sales and marketing strategies for two publishing imprints across four channels (Direct, Book, Library, and Digital), spanning 100+ brands; grew overall sales by 13% within 12 months
- Led creative team in developing and executing integrated marketing programs; included market analysis, tactical marketing programs, and lead generation, as well as creating new design styles for sales literature/ads
- Expanded portfolio awareness among international distributors, increasing sales in book channel by 41% within 12 months

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**ADDITIONAL PROFESSIONAL EXPERIENCE**

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**Company Founder & Owner** | Comics at Ya, LLC – Portland, OR

2015 – 2016

**Vice President (2012 – 2015)** | Things From Another World, LLC – Portland, OR

2008 – 2015

**Previous Positions:** Senior Director, Retail Operations (2010-2012) • Director of Marketing (2009-2010) • Marketing Coordinator (2008)

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**EDUCATION**

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**Bachelor of Arts in Graphic Design** | Portland State University – Portland, OR

2005

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**PROFESSIONAL AFFILIATIONS**

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**Board of Directors** | Comic Book Legal Defense Fund

2012 – 2015

**Judge, Annual Scholarship Program** | Blount International, Inc.

2011 – 2014

**Board Member** | Clackamas County Economic Development Commission

2010 – 2012

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**TECHNICAL SKILLS**

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Teamwork Retail ERP • Retail POS Systems • Magento • Google AdWords • Google Analytics • Social Media for Business  
HTML • CSS • Adobe Creative Cloud • Microsoft Office Suite (Advanced Excel)