
JACKIE DILIO

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PROFESSIONAL SUMMARY

Strategic, tech-savvy leader with 15+ years of experience driving retail performance and business operations. Proven ability to use data, coding, and creative problem-solving to overcome resource constraints, streamline reporting, and improve decision-making. Passionate about using technology to translate business needs into actionable insights. Adept at cross-functional collaboration, with a strong foundation in retail analytics, operational planning, and team leadership.

SKILLS

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| • Strategic and Analytical Thinking | • Cross-functional Collaboration |
| • Data-Informed Decision Making | • Retail Performance Optimization |
| • Creative Problem Solving | • Team Development and Coaching |
| • Inventory Control Management | • Customer Service Expert |

TECHNICAL SKILLS

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| • Raw Data Scraping & Cleaning | • Big Data Management: Neo4J, MongoDB, PostgreSQL, and more |
| • Programming Languages for Analysis: Python (Pandas, Matplotlib, NumPy), R, SQL, and more | • Data Visualization and Reporting: Jupyter Notebook, Tableau, RStudio, Adobe Creative Suite, Microsoft Office Suite |
| • Machine Learning: Forecasting, Predictive Price Modeling with Regression Analysis | |

WORK HISTORY

Store Manager / Business Operations Analyst, 06/2020 to Present

Sperry – Mebane, NC

- Recognized as a proactive problem solver, regularly developing efficient workflows and tech-based solutions to meet evolving business needs. Frequently selected as a pilot store for new technology rollouts (e.g., Fluent, Flooid); authored operational training guides to support adoption and consistency.
- Partnered with Allocation department to streamline markdown execution by building a semi-automatic Python script that matched markdown pricing to each store's inventory, cutting manual list-checking efforts and enhancing in-store pricing accuracy. On average, shortened markdown list by 68% just by matching to current inventory.
- Took raw data Excel file and created Python code to automatically show size base needs per filtered product to identify what products should be focused on in allocation. Used heat maps to visually share the opportunities for the Allocation department for multiple sites.
- Conducted in-depth product and sales performance analysis using Python to identify key trends and support data-driven decision making. Shared insights to aid various teams including Visual Merchandising, Allocation and Inventory Management weekly.
- Created Python code to quickly identify individual stores inventory discrepancy for further investigation. Collaborated on inventory investigations to identify root causes of discrepancies and work towards improving accuracy for in store customer experience as well as Fluent order fulfillment.

- With only raw data access, used Python to create weekly dashboards replicating unavailable dashboard reports. Providing leadership with the tools to monitor trends and performance during challenging transitions to new operational platforms.
- Collaborated with cross-functional teams to develop operational tools, including performance review templates aligned with company standards using Adobe and Microsoft Office Suite.
- Demonstrated strong multitasking and ability to thrive in fast-paced environment by successfully completing the above initiatives while effectively managing a retail location with a highly tenured team.

District Training Coordinator (District Manager in Training), 08/2018 to 06/2020

The Walking Company – Raleigh, NC

- Coached multiple store managers to boost productivity and drive sales growth across the district, while directly leading the Raleigh flag ship location (a \$1M+ store) to sustained profitability.
- Partnered with buyers to curate product assortments for the Mid-Atlantic and other districts
- Conducted weekly district calls to train on new product, selling techniques, and promotions
- Led resolution of store-level management issues, promoting operational consistency and minimizing disruptions across multiple locations.
- Cultivated a performance-driven culture that enhanced team energy and translated into measurable sales growth.

Store Manager, 03/2017 to 09/2018

The Walking Company – Columbus, OH

- Led a team in a fast-paced environment, ensuring consistent delivery of sales targets and customer satisfaction.
- Increased team performance by coaching on product knowledge and selling techniques.
- 3 Company Awards: Central Region Rookie of the Second Half of 2017, #1 Central Region Dollar Gain of \$93,283 Second Half of 2017, and TWC Spirit Award – North Region First Half of 2018

Assistant Store Manager, 3/2014 to 03/2017

The Walking Company – Raleigh, NC

- Was known as a go-to person for questions or problems that would arise. Company approached me numerous times for feedback regarding policy & procedures.
- Streamlined daily procedures to improve efficiency and consistency in store operations.
- Company Awards: Central Region Assistant Manager of the Second Half of 2016 Award for outstanding leadership and sales results.

ABC Certified Therapeutic Shoe Fitter/Pedorthist, 2010 to 2014

Foot Solutions – Raleigh, NC

- Delivered personalized wellness solutions by engineering Custom Orthotics based on customer evaluation.
- Managed inventory and special orders while assisting with small business operations.
- Became ABC Certified after completing extensive medical training and continuing education.

EDUCATION

NC State University

BS in Zoology, May 2011

East Carolina University

MS in Data Science, May 2025

References easily available upon request.