

RETAIL OPERATIONS MANAGER

Summary

With over 12 years of experience in Client Services throughout different industries, pure passion to create an unparalleled client experience that is driven by efficiency, honesty and empathy resulting in continuous success.

Highlights

- Strategic Decision Maker
- Conflict Resolution Techniques
- Operations Management
- Exceptional Time Management Skills
- Adapts Easily
- Technology Savvy
- Natural Leader
- Team Player
- Training and Development
- Skilled Multi-Tasker
- Strong Organizational Skills
- Remarkable Client Services Skills

Experience

12/2019 - Current

Sodexo Usa 1/4 Milford , CT Retail Operations Manager

- Leading a team of 9 people, focusing directly on 6 individuals and their development
- Interviewing, hiring and training of all new Retail Operations associates
- Conducting daily meetings discussing process improvements, the client experience and company initiatives
- Review and approval of all Retail Operations invoices
- Maintaining vendor relations and accountability, working with vendors to optimize sales and minimize issues
- Reviewing and updating processes to ensure they are efficient and profitable
- Providing and creating procedures that result in high-end Client Services for both internal and external clients
- Conducting weekly reporting and analysis on teams efficiency
- Creating training modules and conducting training sessions for the team and different parts of the business

06/2018 - 12/2019

Restoration Hardware 1/4 Pompano Beach , FL Gallery Support Leader

- Leading a team of 10 and focusing strongly on their development
- Interviewing, hiring and training of all new Support associates
- Conducting weekly meetings to inspire and bring team together
- Creating career paths for associates to set them up for success and reach their goals both personally and professionally
- Supporting all aspects of the business from facilities to curating and customer service
- Scheduling of associates, deliveries and furniture pickups from gallery
- Communicating effectively and efficiently with delivery and merchant partners on any escalations or direct needs of the business
- Approving and overseeing all furniture and shelf-stock allocations needed to maintain gallery
- Ensuring 90,000 square foot building has needed supplies to run efficiently at all times
- Creating processes to ensure building is always prepared from logistical standpoint
- Leading Physical Inventory for building
- Maintaining proper Inventory processes and creating new processes to ensure inventory is as accurate as possible

02/2017 - 06/2018

Rr Donnelley & Sons 1/4 Buffalo Grove , IL HDL Support Leader

- Lead a team of 45 associates and delivery partners
- Oversee Quality Assurance team and processes in the building
- Educate the team on product, best practices and uphold SOP's
- Work with galleries to ensure all floorsets, high level deliveries, and installs go as smoothly as possible
- Work the dispatch log to view issues on the road and be aware of possible escalations/accommodations
- Proactively resolve client issues
- Ensure communication is high in every aspect and that issues are being resolved in a timely manner
- Ensure all areas/departments are following quality standard
- Inspect deluxing process and pieces to ensure Quality Assurance is at its highest level at all times
- Work with merchant teams to ensure we are providing the best product for clients by bubbling up trends and issues
- People Development, training team on systems, product and company Values
- Scheduling of associates for installs and daily needs

07/2016 - 02/2017

RH 1/4 City , STATE Assistant Gallery Leader

- Assisting in leading a team of 20 including scheduling
- Overseeing the Trade business
- Managing and resolving escalated client issues
- Training of team on all technology systems
- Working closely with the Home Delivery team to handle escalated clients

- Coaching the team on company Values and leading meetings to inspire the team
- Holding the gallery appearance to a very high standard

07/2016 - 08/2016

RH 1/4 City , STATE Design Consultant and Trade Specialist

- Bringing in over 1 Million in sales through Design and Trade business
- Managing Trade accounts and client expectations to ensure optimal sales
- Designing of clients homes and providing quality client experience throughout process
- Supporting with Physical Inventory to ensure it was successful and accurate
- Learning, understanding and teaching of all systems within company

10/2014 - 08/2015

Arhaus Furniture 1/4 City , STATE Client Services Specialist

- Resolve all client and associate issues within the store
- Create outreach to bring in new designers while managing current trade accounts
- Provide training and coaching to management and associates
- Ability to produce efficient schedule of up to 12 individuals both full time and part time
- Inventory Management and leading inventory of 2014
- Monitoring of associate emails to provide support and any needed coaching
- Developed multiple systems to train team efficiently and effectively
- Working directly with Delivery team to provide the best experience for clients
- Managed daily routes and scheduled clients for their delivery dates, grouping orders, handling delivery issues immediately

01/2014 - 09/2014

Arhaus Furniture 1/4 City , STATE Interior Specialist

- Ability to sell up to \$60,000 a month in store products
- Trainer for associates and management on product and systems
- Assisted in keeping showroom up to high quality standards
- Managed all orders and client accounts
- Conducted multiple inventories for company

Education

2011

Danbury High School 1/4 City , State , United States High School Diploma

Achieved all credits needed to graduate within first three years of schooling and able to create scheduling for senior year which included all Art and Design classes.

2020

NFCAR 1/4 City , State , US Real Estate Salesperson : Real Estate Finishing the course October 7th 2020 with the goal to be fully licensed by November 1st 2020.Â