MICHAEL J. GROSS

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EXPERIENCE

eCommerce Manager, Walmart, South Jordan, UT (February 2019 – Present)
- Develop promotional materials which helped drive a 500% increase in market penetration of customer satisfaction surveys
- 30% increase in order volume
- 20-30% increase in CSAT
- Collaborate with other departments to increase fill rate
- FIVE

Assistant Store Manager, Starbucks, Eugene, OR (September 2015 – May 2017)
- Supervised daily operations of multiple stores, each generating over $1.5 million annually, in the absence of their respective store managers
- Initiated a food sales drive resulting in 8% growth over previous year food sales to over 38 UPH
- Recruited and trained high-performing employees for barista and shift supervisor roles in response to staffing needs based on monthly labor availability assessments
- Maintained turnover of roughly 5% below target through effective applicant screening measures, constructive feedback, ongoing development conversations, and promotion of benefits utilization
- Monitored daily sales and adjusted scheduling as needed to meet a goal of +/- 3% labor efficiency

Shift Supervisor, Starbucks, Eugene, OR (Jan 2007 – September 2015)
- Analyzed weekly and daily food sales data and adjusted pars, reducing food waste to less than 7% of sales
- Executed operational standards while directing a team of up to 10 partners per shift to efficiently manage customer traffic
- Communicated indicators of customer satisfaction while modeling and coaching positive customer-oriented behaviors
- Conducted ongoing systematic training of employees in accordance with company-wide, behavior-based training protocols

Behavior Therapist, The Institute of Professional Practice, Meriden, CT (Aug 2011 – June 2012)
- Implemented academic, behavioral, and social interventions for children and adolescents with problem behaviors across multiple school settings
- Assessed intervention efficacy based on observed trends in behavioral data and suggested modifications as needed
- Maintained precise tables and charts of daily program data using Microsoft Excel
- Cooperated with an interdisciplinary team of education professionals to promote plan adherence

Research Analyst Intern, EMDR-Humanitarian Assistance Program, Hamden, CT (Jan 2005 – June 2005)

- Evaluated the impact of a peer counselor education program on participants' knowledge and confidence in service delivery of a novel intervention for Post-Traumatic Stress Disorder
- Performed data management duties including data entry and coding of over 100 questionnaire responses from 23 participants
- Analyzed demographic and performance-based data in SPSS using a series of repeated measures t-tests
- Authored a research paper and presented findings to propose methodological revisions and possible directions for follow-up research

EDUCATION

Southern Connecticut State University, New Haven, CT
- Bachelor of Science, Psychology, Research Specialization, 2011
- Dean's List, Fall 2010
- Specialization coursework: Statistics in Psychology, Experimental Methods, Data Gathering Techniques: Assessment, Data Gathering Techniques: Instrumentation, Methods of Social Research, Quantitative Data Analysis, Programming in BASIC, Writing for Business and Industry, Elementary Statistics

SKILLS

- Applied coaching, performance feedback, and reinforcement techniques to support staff development across multiple settings
- Identify high performing staff and coordinate leadership training with store manager
- Utilize existing inventory and cash management systems to maintain accurate accounting and seize opportunities to increase efficiency while reducing waste
- Experienced performing statistical analyses including t-tests, ANOVA, multiple linear regression, and binary logistic regression on diverse data
- Proficient in Microsoft Office suite, STATA, SPSS, Visual Basic and Visual Basic for Applications