

NAME

TITLE

000-000-0000 / EMAIL / CITY, STATE, ZIP

Profile

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Experience

Operations Manager - Macy's / Location

2021 to present

- Supervises daily retail floor functions for a Macy's location with an average of 480 customers a day
- Manages relationships with a portfolio of over 200 suppliers
- Oversees the procurement process, including developing new strategies to optimize ordering based on pricing, availability, and demand patterns
- Develops hiring goals and runs a professional development program designed to help selected employees progress and become managers
- Creates strategies to meet and exceed sales goals, including promotional offers, in-store events, and changes to store design, increasing sales by 1.2% every month.
- Oversaw the adoption of new loss-prevention technology
- Developed best practices and training materials

Operations Manager - Orlando Vineland Premium Outlets / Location

2017 to 2021

- Designed new spaces and updated the floor plan to address congestion, improving customer satisfaction by 40%
- Oversaw the creation of a digital application process for potential tenants and vetted new stores
- Conducted a total of five renovation projects to enhance the property, including expanding the parking lot's capacity by 25%
- Identified growth opportunities and developed an outreach program to connect with investors, raising \$1 million in funding for future renovation projects
- Set goals, tracked results, and reported our progress to shareholders during bi-annual meetings

Project Experience

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Education

B.S. in Business Administration, Retail Merchandising & Management -

Montclair State University

2008 to 2012

- GPA: LIST
- AWARD
- AWARD

DEPARTMENT - SCHOOL

May 2009

- GPA: LIST
- AWARD
- AWARD

Skills

Expertise

- Customer service
- Project management
- Leadership
- Communication
- Payroll

Licenses & Accreditations

Licenses Licenses & Accreditations

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