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**STRATEGIC OPERATIONS LEADER**

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Results – focused leader with over 8 years of progressive and diversified experience solving complex business issues by developing innovative strategies. Substantial track record for adding value to expanding products and customer focused organizations through improved systems and operational efficiencies. Able to provide creative, innovative, and forward-thinking leadership in a team environment.

**CORE COMPETENCIES**

- Retail Store Operations
- Budget Management & Cost Controls
- Revenue & Growth Goals
- Shrink Reduction/Loss Control
- Customer Service Excellence
- Teambuilding/Training/Supervision
- Inventory Management
- Merchandising Strategies

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**PROFESSIONAL EXPERIENCE**

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**GENERAL MANAGER**  
**Destination XL**

**2012 - Present**  
**Brooklyn, New York**

Ownership of the overall operation and performance of the store, which includes sales, merchandising, operations, staff supervision, training and development, loss prevention and expense control. Responsible for building and managing a team of customer service and product knowledge experts. Committed to building and sustaining a relationship with our customers by providing an environment that enhances the buying experience. Accountable for driving sales and profitability.

- Develop and maintain a store culture focused on the customer, enhancing the buying experience, and building relationships that lead to long term business growth; consistently demonstrate detailed knowledge of all products and services.
- Tied for first place among 58 stores for the lowest shrink in region for 2013.
- Overhauled processes, training programs, and personnel within six months of hiring; corrected issues such as internal theft, lagging customer service, and poor morale.
- Responsible for effective implementation of all visual merchandising standards and operational direction.
- Ensure that standards are being followed including floor sets, cleanliness, marketing, signage and sales promotion.
- Create merchandise presentations and displays that have impact, are customer focused and maximize sales.
- Go above and beyond the customer’s initial requests and assist in fulfilling his/her wardrobe needs by recommending complete outfits.

**STORE MANAGER**  
**Joyce Leslie**

**2009 - 2012**  
**Brooklyn, New York**

Directed operations for retail store grossing roughly \$3.9MM annually. Developed staff of 11 associates and 2 associate managers. Analyzed daily production reports for sales, markdowns/markups, lost/stolen items, and payroll. Facilitated corporate strategies to achieve company objectives in the areas of sales management, store development, and store support. Ensured desired company results in the areas of customer service, profitability, training, and merchandising.

- Drove sales by improving lifestyle merchandise, customer care, and staff training.
- Transformed one of the district’s lowest ranked stores (#15 out of 17 in sales with the highest shrink in region) to #7 in sales, #4 in customer satisfaction and third-lowest in shrink.
- Slashed shrink percentage by 25% within 6 months.
- Reduced associate turnover by encouraging teamwork and a “WE”, “US”, and “TOTAL STORE” mentality.
- Responsible for talent management including selection talent acquisition, promotion, development and retention.

**BRANCH/OPERATIONS MANAGER**  
**Rexel Electrical and Datacom Supplies**

**2008 - 2009**  
**Atlanta, Georgia**

Hired, trained, developed, and lead an operational staff of 15 as well as performed daily human resources, training and development functions relating to customer service, productivity and sales.

## TSQUARED CONSULTING

New York, New York \* (908) 827-1782 \* results@tt2consulting.com

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- Implemented company regulated sales strategies and operational procedures for one of Atlanta's six branches servicing the southeastern coast.
- Measured and analyzed customer service, productivity, sales and gross margins with P/L statements yielding \$3.5 million in annual sales.
- Adhered to budget expectations and take appropriate action needed to maintain necessary inventory levels.
- Manage human resources issues including orientation, compliance, staffing levels and coordination of development for future success.

### **HD SUPPLY, ATLANTA, GEORGIA** **District Operations Manager**

**2000 - 2008**  
**2005 - 2008**

Oversaw the management and operations for 6 wholesale distribution branches located in 4 cities ensuring operational excellence and process improvement with a strong focus on exceeding customer expectations.

- Audited individual branch performance and merchandise stock and inventory control as dictated by Sarbanes Oxley accounting requirements.
- Advised and counseled branch management on daily business function regarding employee operations performance for over 160 field level employees.
- Conducted 60 and 90 day branch spot audits determining that standard operating procedures were being met and provided written audit findings and customized process improvement plans.
- Responsible for P/L management including written cost justification and program adjustments to achieve predetermined ROI goals.

### **Senior Eclipse Implementation Consultant**

**2002 - 2005**

A proven resource in developing system requirements, testing, training and defining support procedures Responsible for applying project management expertise to identify develop and implement techniques to improve and increase productivity, efficiencies, mitigate risk and optimize cost savings.

- Responsible for implementing practical business solutions under multiple deadlines.
- Delivered innovative business consulting, business process design, system integration and application management.
- Provided on site and remote consulting/training support.
- Coordinated multiple concurrent implementation projects and functioned as the primary contact to the project management team.
- Conducted printer and peripheral device installation at all store locations during the integration process.

### **Internal Auditor**

**2001 - 2002**

Responsible for inter-company store audits and consulting while developing solutions, satisfying operations, and financial control requirements.

- Performed inventory test control counts for over 35 branches during annual physical branch inventory audit.
- Prepared and delivered performance reviews for 50 warehouse operational employees and provided performance improvement plans to increase productivity.
- Participated and assisted with independent auditing and price testing for stores company wide.
- Conducted branch cash audits in Electrical, Plumbing and Water & Sewer branches to determine that company cash handling procedures were being properly adhered to.

## **EDUCATION**

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### **Bachelor of Science in Business Administration | 2000**

Bethune-Cookman University, Daytona Beach, Florida

## **COMPUTER & DATABASE SKILLS**

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Microsoft Word, Excel, PowerPoint, Visio, Lotus Notes, Outlook, Adobe, and Internet research tools.