

District Manager – Retail Management Leader**Retail Management | Corporate Goal Achievement | Customer Service | Customer Service Training | Sales Leadership**

Highly motivated and result-oriented professional with a 15-year track record of outstanding management experience in retail operations and sales. Highly influential in organizational growth by blending creativity and strategy to develop innovative programs, build market presence, and raise awareness. Strong leadership and team building abilities. Experienced in recruiting, training, and retaining high caliber sales and management personnel with the ability to motivate employees to achieve maximum results. Demonstrated ability to manage multiple units to generate increasing sales while having teams delivering the highest level of customer service. Provide leadership as a creative problem solver who has an eagerness to learn while organizing and balancing priorities. Tenacious in forging strong relationships with external business partners.

Areas of Expertise

Strategic Planning | Staff Development | Cross-Functional Leadership | Profitability Growth | Multi-Unit Management | Turnaround Leadership | Revenue Growth | Sales Optimization | Team Accountability | District Management | Performance Improvement | Budget Management | P&L Oversight | Customer Experience | Key Account Management | Contract Negotiation | Retail Operations | Sales Training | Store Operations | Operational Strategy | Business Development | Marketing Strategy | KPI Achievement | Coaching And Mentoring | Performance Metrics | Operations Management | Leadership And Management | Employee Training

PROFESSIONAL EXPERIENCE**Cricket Wireless** (2020 to 2025)**Directed multi-unit operations and revitalized underperforming teams via strategic planning, staff development, and leadership.****District Manager – Provided leadership in cross-functional team coordination, enhancing profitability and district growth.**

- Oversaw 10+ stores to ensure the highest level of execution. Strategically planned a monthly store action plan per store that contributed to an overall gross profit increase of 13.9% Y-o-Y. Provided leadership for new marketing plans.
- Was instrumental in completing turnaround of under-performing sales team; set higher expectations and instituted individual team-member accountability, resulting in a 100% revenue increase over three years.
- Demonstrated expertise in meeting or exceeding district goals throughout tenure, exceeding anticipated annual sales goals in Maryland and earning multiple company awards in recognition of performance.
- Supervised all sales and business development functions, including new product rollouts, key account management, customer relationship development, contract negotiations, and order fulfillment.
- Managed P&L and budget duties and provides cross-functional team training, coaching, and mentoring.
- Responsibilities included achieving the district key performance indicators, managing total operations, and providing support and supervision to a group of stores within a pre-determined geographic area.
- Trained staff on all aspects of retail business operations. Maintained a strong working environment for employees/clients.

The Men's Warehouse, Springfield, IL (2015 to 2020)**Empowered teams via targeted training and accountability frameworks, driving top-tier regional/national performance rankings.****Store Manager – Spearheaded performance optimization – aligning operational, financial, and customer experience strategies.**

- Analyzed District P&L statements and other business metrics to identify opportunities and facilitated the creation of strategic action plans to deliver desired store results. Facilitated strategy creation with stakeholders, monitored results, and validated execution of loss control related programs and processes.
- Monitored and analyzed sales, operations, customer experience and HR metrics comprehensively to identify sales driving opportunities and facilitate the creation of strategies and action plans to achieve desired results. Set clear goals for store management and held them accountable via performance management and motivation techniques.
- Worked with District Managers in the region as a Customer Experience Champion. Consistently delivered results ranking number 1 in the chain with over 80% growth, which ranked as number 1 in the district and nationally.
- Responsibilities included: facilitating sales training for retail sales managers and trainees, developing new sales programs, acting as liaison between multiple stores, and directing sales organization.

EDUCATION

Bachelor of Business Administration – University of Chicago, Chicago, IL