

Human Resources & Business Leader

Rapid Turnarounds ♦ Highly Productive Teams ♦ Results-Driven Leadership ♦ Innovative Learning ♦ Growth Culture

Top-performing, business-savvy manager consistently recognized by executive leaders for crushing goals through both operational and people initiatives. Highly skilled at developing talent and fostering learning environments that build employee capabilities and confidence. Expert at creating and executing project plans that drive growth and profitability.

Professional Experience

Target Corporation

Store Manager, Pittsburg, PA (2015 to present)

Promoted based on proven leadership success and charged with turning around an underperforming store within 6 months. Manages P&L, operations, budget, sales, and growth strategy for \$31.5M store. Leads 150+ employees with 4 direct reports to maximize profitability and guest experience. Develops leaders and teams to run a successful business, encouraging collaboration and rewarding great results. Plays a key role in district-wide retention, succession planning, and talent management efforts.

District Peer Leader of the Year (2017) ♦ District Top Business Owner (2016) ♦ District Outstanding Sales Performance (2016)

- **Boosted sales 3%, engagement survey scores 5%, and all operational metrics within 5 months** by upgrading leadership team, establishing work standards, and increasing accountability.
- **Spearheaded campus recruiting efforts**, forming and leading team to achieve seasonal hiring goals of 2 department manager and 4 intern positions.
- **Increased women's plus-size sales 120%** after successful execution of plus-size clothing pilot program. Received high accolades during corporate visit and won Best Visual Merchandising (2017) award at national meeting.
- **Exceeded guest loyalty program goals for 3 consecutive years** by implementing new employee incentive program.

Human Resources Manager, Grove City, OH (2012 to 2015)

Led complete HR generalist affairs – recruitment, staffing, talent development, succession planning, compensation, performance management, and HR strategy – for \$33M store with 150 employees. Challenged to quickly overcome significant employee engagement, staffing, and retention challenges. Tapped by senior leadership to train, coach, and mentor emerging leaders, building confidence and improving morale throughout district.

- **Improved annual engagement survey scores 15% within 6 months** by analyzing survey results, developing improvement plans, and coaching leaders to execute plans.
- **Filled 15 open positions and improved turnover 25% in 1 year** by enhancing screening/interviewing process, implementing employee referral program, building community relationships, and strengthening onboarding efforts.
- **Successfully launched pilot scheduling software program within tight 2-week timeframe**, partnering with store manager to train and educate senior leaders throughout district.
- **Created and executed communication strategy** that quickly and effectively informed employees of wage increase.

Chipotle Mexican Grill, Inc.

General Manager, Akron, OH (2003 to 2011)

Opened 8 new restaurants and turned around 4 underperforming restaurants in remote areas throughout Ohio, Kentucky, and Indiana. Created and executed operations, recruiting, forecasting, and sales strategies for stores with annual sales up to \$7M. Exceeded sales goals by building strong relationships within community, innovatively marketing new initiatives, and fostering a culture of collaboration, top performance, and results.

- **Hired, trained, and motivated high-performing leaders and teams to support company growth.** Promoted 20 services managers, 7 kitchen managers, 4 assistant managers, and 5 general managers.
- **Led region (of 120 stores) in online and fax sales** through aggressive marketing and exceptional customer service.
- **Improved turnover 20% within 2 months** through creative recruiting efforts and increased employee referrals.
- **Transitioned multiple franchise-owned restaurants to corporate-owned restaurants** as company shifted from private to public ownership. Challenged to gain managerial buy-in and lead through influence and collaboration.

Education

MBA – Human Resources, Ohio University, Athens, OH

BS – Business Administration, Ashland University, Ashland, OH