

MARY ST. JOHN

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DIRECTOR / SENIOR-LEVEL OPERATIONS MANAGER • MULTI-SITE, MULTIMILLION-DOLLAR BUSINESSES

*Serve as a change leader who develops and integrates new programs, systems, and focus committees that improve the operation's bottom line. **Saved an estimated \$2.6MM** — reduced operating costs, negotiated favorable contracts, and cut labor spend within 13 months.*

Steer retail operations to include overseeing daily operations that spans into key areas — contract negotiations, vendor relations, staff development/training, loss prevention/security, and customer relations. Develop new programs designed to optimize store performance, while integrating revised policies and procedures that reduce time spent on business processes and administrative/reporting tasks. Identify areas to cut expenses; i.e. renegotiate vendor contracts each year, **which generally results in a 20% to 43% cost savings per contract, which translates from \$332,000 to \$2.5MM in savings each year.** Focus energy on reengineering and realigning corporate and store-level operations that maximizes output and workflow.



PROFESSIONAL CAREER

Director of Store Operations • Sears, Springfield, OH • 1996 – present

Introduced Store-Level Efficiencies • Developed Profitable Relationships/Contracts • Reduced Operating Costs

- ❑ **Manage a \$30MM labor budget in tandem with auditing and monitoring a \$7MM operating budget for all direct-to-consumer businesses.** Monitor expenditures for efficiency — *reduced operating expenses by 22% within a few months.*
- ❑ **Direct the pursuit of competitive quotes from established vendors and renegotiations of contracts.** Revisited terms with vendors and implemented a new provider of workforce management software (saved an estimated \$1.5MM).
- ❑ **Increased profits and provided greater visibility for the company.** Generated sizable gains by broadening buying power and implementing a new vendor strategy translated to 14% in year-over-year operating expense savings.
- ❑ **Research and reengineer specialty customer-facing point-of-sale displays and retail-ready packaging.** Reduced total spend, while guiding the company towards sustainable packaging solutions.
- ❑ **Manage a team of 5 direct reports, as well as, oversee key staff management tasks that encompass human resources, talent recruitment, and staff training.** Coach management teams to enhance the overall productivity of the team.
- ❑ **Introduced a new compensation structure, developed an hours-based payroll model, and implemented advanced payroll analysis and reporting functions, reducing labor spend by 7% on soft revenue,** while substantially increasing productivity.
- ❑ **Integrated several committees, such as the Store Contest Committee (improve employee engagement and improve retail sales) and Corporate Functional Task Force (asses and measure effectiveness of business practices and processes).**
- ❑ **Implemented cloud-based data warehousing and functionality for intranet communications.** Also, integrated a mobile point-of-sale (POS) system, client application and shipment receiving functionality.



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Operations Manager • Macy's, Springfield, NY • 1993 – 1996

Developed New Program • Opened New Stores • Improved Capital & Operational Performance

- ❑ **Saved an estimated \$327,000 by renegotiating the HVAC, packaging material, lighting, and maintenance contracts.** Led negotiations of a contract with ADT that saved \$4.1MM in 5 years.