

Robin D McDonald

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CompUSA, Inc.

Customer Service Manager

06/2002 – 05/2007

Responsibilities Included:

- Operating as Manager on Duty, responsible for daily operation of store, associate performance, tracking and meeting sales goals, as well as opening and closing duties while maintaining a safe and clean store environment
- Utilizing available systems to monitor sales and productivity, inventory, profit and loss, technical service repair turn around, store shrink
- Managing the front end department including front end supervisors, cashiers, and customer service representatives
- Ensuring the highest levels of customer service were delivered through the development of a strong, well knit team who was versatile, friendly, and eager to build customer relationships and support each other
- Training front end team members to perform efficiently in all systems required to assist customers including those used in commercial and retail sales
- Train and oversee front end supervisors in daily operations such as responding to credit card disputes, researching NSF checks, processing customer check requests, and performing audits to ensure compliance with company and state requirements
- Maximizing profit in front end department through continuous coaching, training in sales techniques and merchandising of the POS
- Controlling labor expenses by creating efficient weekly schedules for all store departments utilizing current sales trends and results
- Recruiting new team members through internal and external job postings as well, outreach letters, and communication with local schools and veteran associations
- Communicating important information regarding benefits, training, career opportunities, and current corporate communications with team members and assisting with enrollments
- Processing personnel changes including intra and in store transfers, rate and status changes, terminations, leaves of absence, and new team members as well as maintaining current and terminated team member files and I-9s in accordance with corporate and state requirements
- Processing and analyzing payroll, responding to current trends and results without compromising customer service, as well as auditing and filing of team member time records and incentives
- Ordering store supplies and monitoring use to control expenses
- Organizing, supervising and performing annual store inventories, working with outside inventory service to count, audit and adjust store inventory to ensure accuracy
- Researching and resolving open orders to ensure highest levels of customer service are met as well as accurate inventory results
- Processing shipping and receiving of intra store transfers in response to customers as well as store needs based on current sales trends
- Performing daily audits of merchandise returned through the front end to ensure accuracy, identify errors and prevent potential internal and external shrink

Lowe's HIW, Inc.

Administrative Manager

05/2007 – 08/2010

Responsibilities Included:

- Responsibilities for merchandising, sales, and overall results of assigned departments, with a team of up to 4 department managers and 16 associates
- Work directly with store and HR manager to recruit, hire, train and retain a skilled team
- Analyze monthly P&L statement, researching and providing detailed explanations for any variances as well as implementing action plans when needed to ensure annual budget is achieved
- Oversee weekly inventory control program, working with department managers to ensure variances are researched and overall accuracy is achieved
- Working directly with department manager to review daily POs, adjusting based on current sales trends and customer needs, accurately receive and effectively merchandise product to maximize results
- Execute seasonal resets with department managers and develop and execute a plan to effectively price, merchandise, and sell through the previous set
- Directly responsible for success of support staff including front and back end personnel and delivery team
- Oversee SOS resale program and associate to ensure special order return items are tracked, priced, and merchandised to maximize profit and minimize loss associated with these returns
- Accurate filing of all front end, shipping, receiving, pricing and special order sales and return paperwork
- With department managers, writing and delivering associate reviews to provide team members with timely feedback on their performance and provide them with attainable goals to be successful in organization
- Accurately and efficiently scheduling all store departments to increase productivity, control expense, and adhere to local and state requirements while staying within scheduling metrics set by the company
- Developing future leadership team through daily coachings and feedback to prepare them for the next level
- Promote a sales culture within the store to increase add on sales, total services, overall customer satisfaction and employee engagement

PetSmart, Inc.

Operations Manager

08/2010 – 03/2016

Responsibilities Included:

- Accurately processing payroll, analyzing results, and addressing opportunities without compromising customer experience
- Developing leadership skills of management team with a focus on training associates to create lasting impressions with our total lifetime customers
- Maintaining store and personnel files in accordance with company, state and federal guidelines
- Ordering and tracking store supplies to control expenses and ensure that the store is properly equipped for daily operational needs
- Coordinating with district, regional, and company support team to ensure facilities are maintained to provide a clean, safe working and shopping environment
- Recruiting, hiring, training, and retaining excellent associates who are eager to provide awesome customer service
- Responding to current sales trends by adjusting staffing and merchandising to better meet the business needs
- Analyzing store P&L to identify and respond to discrepancies and opportunities in the most effective way
- Directly supervises Presentation and Petcare managers
- Reports directly to the Store Manager

PetSmart, Inc.

Store Leader

03/2016 – 03/2017

Responsibilities Included:

- Directing daily operations to ensure store is consistently staffed and merchandised to meet the needs of our pet parents
- Building and maintaining relationships with local adoption agencies to support in store adoption events
- Ensuring the highest levels of safety are maintained for all pets and people in my care
- Developing leaders and associates utilizing the COACH model to achieve desired performance results
- Reviewing monthly P&L with Operations Manager, analyzing their findings, then communicating results with the DM
- Leading weekly manager meetings to analyze and discuss current store results
- Delivering operational and sales results while upholding our core values
- Achieving operational and sales goals in service departments while maintaining highest standards of safety
- Fostering a culture of CARE for associates and pet parents
- Directly supervises Assistant Store Leader, Salon Leader and pet trainers
- Coordinate with local supported employment agencies to provide on-site work assessments and skills training
- Participate in local community events to develop strong connections with current and future pet parents
- Reports Directly to District Leader

PetSmart, Inc.

Merchandise Inventory Leader

03/2017-03/2018

Responsibilities Included:

- Responsible for overall presentation and in stock levels of the retail sales floor
- Directly supervised a team of 1-8 associates who were responsible for stocking, merchandising, building displays, performing resets, and placing promotional signage
- Performed daily and weekly Inventory tasks to ensure accurate on hand quantities
- Maintained warehouse fixtures and equipment to meet and exceed safety standards as well as enable quick restocking throughout the day as needed
- Worked with Store Leader and Assistant Store Leader to coordinate cross training and mentoring of associates in all departments to perform midday restocking and recovery duties
- Provide store and assistant managers explanations when needed for P&L review
- Assisted in all departments as needed
- Delivered exceptional levels of customer service directly as well as through development of core associates to achieve sales goals

Is That A Spider

Owner

03/2018- Present

Responsibilities Included:

- Responsible for generating additional income from home to support in home learning for preschool aged child
- Oversee daily operations of residence
- Act as dietician, providing healthy meals and snacks made from whole ingredients
- Create lesson plans and deliver daily preschool education experience
- Ensure student's daily, weekly, and monthly goals are set and achieved in appropriate length of time for entry into next grade level
- Maintains cleanliness and organization through self set goals
- Delegates responsibilities and provides coaching and feedback to ensure tasks are completed on a timely fashion
- Creates and executes monthly budgets, ensuring expenses do not exceed income

Tattoo Machine

Tattoo Artist

10/2018- Present

Responsibilities Included:

- Maintaining current health and safety certification
- Achieving monthly sales goals
- Creating unique custom designs
- Answering phone calls and scheduling appointments
- Performing walk in services when available
- Replenishing supplies monthly while remaining within budget
- Providing clients with a safe, clean, and professional tattoo experience
- Balancing monthly sales and expenses to ensure all business and personal needs are met

References

Alan Byrnes	General Sales Manager, CompUSA	(360) 870-3522
Karey Bowen	Store Manager, Petsmart	(360) 878-0022
Tom Xanthos	Store manager, Petsmart	(360) 509-4062