

Qualifications Summary

Strategic retail leader with a history of enhancing supply chain dynamics and merchandising effectiveness through innovative process improvements and robust vendor partnerships.

Dynamic retail operations leader with a proven track record of optimizing workflows, streamlining inventory management, and driving profitability through data-driven decision-making. Adept at analyzing sales trends, implementing merchandising strategies, and resolving complex supply chain and logistical challenges to support business growth. Skilled in fostering cross-functional collaboration to align product strategies with market demands. Strong financial acumen combined with technical expertise in data analysis tools and inventory management systems to deliver measurable business impact. Experienced in mentoring teams to enhance customer satisfaction and operational efficiency.

Areas of Expertise

- Vendor Management & Negotiation
- Inventory Lifecycle Optimization
- Retail Financial Metrics
- Sales Trend Analysis & Forecasting
- Purchase Order Administration
- Supply Chain Coordination
- Merchandising Strategy Execution
- Cross-Functional Collaboration
- Customer Service Leadership
- E-Commerce Merchandising Integration
- Data Visualization & Reporting
- Process Streamlining & Automation

Career Experience

Bob's Discount Furniture, Manchester, CT | July 2018 – February 2025

Assistant Buyer | January 2023 – February 2025

Led market research initiatives and participated in trade shows to anticipate industry trends and inform product development strategies. Managed inventory across five distribution centers, optimizing product flow and availability to meet sales goals. Analyzed sales data and customer feedback to refine promotional planning and improve sales performance metrics, including sell-through rates and markdown efficiency. Collaborated with marketing and merchandising teams to coordinate seasonal product presentations and align with overarching promotional campaigns.

- Directed product assortment and pricing strategies at Bob's Discount Furniture, enhancing outlet store offerings and aligning with market demand.
- Optimized the discontinued product process by leading a team of five, implementing strategic weekly reviews with store operations, and accelerating the offload of millions of dollars in slow-moving inventory
- Streamlined outlet buying processes by developing an assortment plan and leading educational sessions for main-line buyers, ensuring a smooth transition and continuous product flow.
- Spearheaded the procurement of new furniture collections and negotiated favorable terms with suppliers, securing competitive pricing.

Merchandising Analyst | January 2022 – January 2023

Collaborated with buyers to analyze and leverage sales trends and customer behavior, enhancing product performance and strategic positioning. Conducted comprehensive pricing and competitive analyses to uphold market competitiveness and guide demand planning, preventing stock imbalances. Partnered with marketing and supply chain teams to align promotional strategies and product availability, improving stock levels across retail locations and addressing underperforming products.

- Transformed merchandising reporting by collaborating with IT to implement automated Power BI reports, reducing manual data entry and enabling the team to focus on strategic product analysis.
- Orchestrated SKU management and data integrity initiatives, ensuring accurate product data across platforms and facilitating optimal inventory distribution.

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Jason M. Crocker

Customer Care Team Lead | January 2019 – January 2022

Directed a team of customer service representatives, enhancing team efficiency and customer satisfaction through targeted training, real-time coaching, and continuous support. Served as a key liaison among customer service, retail locations, and distribution centers, optimizing issue resolution and interdepartmental communications.

- Streamlined resolution processes for customer inquiries, disputes, and escalated cases, significantly improving response times and service quality.
- Developed and implemented customer service policies and training materials, focusing on skill enhancement and adherence to performance metrics and KPIs.

Special Functions Associate | September 2018 – January 2019

Orchestrated the management of high-priority customer cases, ensuring timely and effective resolutions to escalations from executives and senior management. Collaborated with internal teams to streamline customer resolution processes, significantly improving handling of unique or complex service requests. Conducted comprehensive follow-ups and maintained meticulous records of customer interactions, contributing to sustained improvements in customer satisfaction and service delivery.

- Designed and implemented a tracking system to categorize and monitor special customer requests, enhancing process efficiency and response quality.
- Developed and delivered training programs for new hires on managing escalations and challenging customer interactions, fostering a high-performance customer service team.

Universal Customer Care Agent | July 2018 – August 2018

Served as the primary liaison for service technicians, delivery teams, and retail locations, optimizing response strategies and customer satisfaction. Facilitated frontline support by processing transactions, returns, and exchanges using SAP, ensuring efficient resolution of customer inquiries related to purchases and deliveries.

- Enhanced service delivery by maintaining expert knowledge of company policies, documenting interactions, and providing targeted product recommendations.

Career Note

Office Assistant | Housing and Residential Life, Eastern Connecticut State University, Willimantic, CT

Education

Bachelor of Arts in Music Performance – Dean’s List | Eastern Connecticut State University, Willimantic, CT

Campus & Community Involvement

Eastern Concert Band – 1st Clarinet

New England Intercollegiate Honor Band – 2nd Clarinet

Volunteer, Annual High School Honor Band

COPLAC Conference, Mansfield University, PA

CREATE Conference, Eastern Connecticut State University

Technical Skills

Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)

SAP, Power BI

Google Suite (Docs, Sheets)