

# MATT SMITH

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## SENIOR RETAIL MANAGER

**SALES LEADERSHIP • OPERATIONS MANAGEMENT • TEAM DEVELOPMENT & COACHING • SUPPLY CHAIN MANAGEMENT**

*Expertise in driving internal improvements through strategic planning, team training and process enhancement.*

Highly accomplished Senior Retail Manager with extensive experience directing operations across multiple retail locations towards growth and profitability. Developed career track record of success in support growth results at leading retailers, including Target Corporation, Nike, and Chipotle Mexican Grill. Skilled in team engagement, human resource management, and training and development. Described by superiors as a winning goal-achiever in the face of obstacles.

### LEADERSHIP AND TECHNICAL COMPETENCIES

Budgeting & Expense Control | Recruiting | Management & Supervision | Customer Service | Retention  
Building Diverse Leadership | Executive Development | Issue Resolution | Performance Management & Improvement  
Product Launch | Productivity Maximization | P&L Analysis & Impact | Schedule Writing  
Succession Planning/Talent Planning | Team Building & Development | Training | Building | Workload Planning

## PROFESSIONAL EXPERIENCE

### TARGET CORPORATION | NEW YORK, NY | 2016 – PRESENT

#### GENERAL MANAGER

Direct, coordinate, and coach 200+ employees, 6 managers, and 10 team leaders of nation's 8th largest department store retailer. Manage payroll budget, controllable expenses, and net promoter score efficiencies. Onboard, train, and develop executive team leaders for 12 Atlanta Metro stores. Deliver solutions to problems and business gaps through partnerships with district and group leaders.

- Generated \$38M+ annual gross sales building engaging, diverse, and high performing teams.
- Increased 1.7% comparable sales and reduced \$200K in shrinkage.
- Boosted new-hire retention from 85% to 92%, by improving communication and implementing new on-boarding process.
- Exceeded \$50K soft open sales forecast as part of Target's Canadian expansion into North Bay, Ontario.

### CHIPOTLE MEXICAN GRILL | NEW YORK, NY | 2015 – 2016

#### PEOPLE SUPPORT MANAGER

Ensured smooth operations of 119 restaurants in 5 southeastern U.S. states directing field leadership towards strategic plans for restaurant profitability. Strengthened "restaurateur" culture through high-performing teams, talent assessment, succession planning, and leadership development.

- Raised team engagement from 68% to 80% identifying and implementing solutions to cultural trends.
- Opened 15 new profit-making restaurants through training programs, direct communication, and follow-ups.
- Increased "Restaurateur" status of 5 restaurants, one within 1 month of opening, implementing area-wide business strategy meetings and partnering with marketing, people support, store operators, and field leadership allowing holistic understanding of perpetual driving of sales and customer service.
- Exceeded district goal of 60 new restaurant openings to 75 with 10 restaurant openings in Atlanta market within 1 year of implementing market succession meetings with team directors and area managers, developing strong talent pipelines.