

# MARCUS T. SANDERS

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## SUMMARY OF QUALIFICATIONS

- Dynamic and goal-oriented leader with over 8 years of experience managing high performing teams and operations in a retail environment.
- Transformed two retail stores from underperforming to high performing within 6 months through improvements in hiring practices, training, coaching, analyzing metrics, and innovation.
- Built a culture of respect, inclusion, and leadership development for all employees.
- Adapt quickly to organizational change and emerging technologies; hold a Six Sigma Green Belt Certification and currently pursuing a MS in Leadership.

## TECHNOLOGY

Retail Management Systems, Business Intelligence Software, Tableau, Zoom, Microsoft 365 Applications: Word, Excel, PowerPoint, SharePoint, Outlook, Teams

## EDUCATION

Walden University | Minneapolis, MN  
MS in Leadership

Expected: Dec 2024

BS in Business Administration, concentration in Finance

2019

## TRAINING AND CERTIFICATIONS

American Quality Association  
Six Sigma Green Belt Certification

2021

Greenwald Leadership Institute  
Leadership Excellence Certificate

2019

## PROFESSIONAL EXPERIENCE

Greenwald Pharmacy | Denver, CO  
District Manager

2022 - Present

- Oversee and direct the front-end operations of 12 stores with 250 full and part-time employees serving over 3600 customers daily and total annual sales of \$90 million.
- Embrace diversity, equity, and inclusion best practices of respect, listening, cultural awareness, collaboration, and appreciation to build a diverse team of high performing, managers, team leads, and customer service associates.
- Review weekly KPIs with store managers and analyze metrics to drive organizational decisions.
- Ensure stores are consistently in compliance with corporate safety policies resulting in a reduction of safety incidents by 15%.
- Collaborated with store and pharmacy managers to streamline the customer experience and implement innovative strategies to increase sales, minimize losses, and reduce costs without impacting service.
- Successfully implemented detailed improvement plans and coached store managers on strategies to move two underperforming stores into high performing stores.
- Consulted with the corporate training team on a project to update and enhance the management training modules on leadership development, problem solving, and communication skills resulting in a stronger training experience that translated to higher performance across the company.

Store Manager

2018 - 2022

- Managed operations of store with 20 full and part-time employees and \$8.5 million in annual sales. Ensured store was welcoming, fully stocked, visually organized with accurately priced items, and customer transactions were efficiently processed.
- Improved hiring process, set performance goals with individual team members; met monthly to review progress, and recognized individual and team excellence.
- Mentored three assistant store managers on leadership development resulting in a culture of continuous improvement and innovation.
- Reported and presented weekly KPIs to district management; consistently exceeded sales projections.

- Analyzed financial and performance data and explored opportunities to increase sales, reduce costs and minimize losses.
- Initiated a new scheduling process for employees resulting in a reduction of last-minute shift changes and higher employee retention.

#### Assistant Store Manager

2016 - 2018

- Supervised a team of 12 full-time and part-time front-end customer service employees who served over 300 customers daily and three inventory specialists who stocked and organized over 900 products daily.
- Collaborated with Human Resources to interview, hire and retain top talent.
- Established a team culture of accountability through clear and concise communications, constructive feedback, and recognition for excellent service.
- Coached staff on strategies to de-escalate customer issues and mentored new team leads on leadership development.
- Resolved escalated customer issues using active listening and problem-solving techniques.
- Ensured team members were knowledgeable of computer and technology systems and software.
- Supervised the control of store cash management including register counts and transport of cash.

#### Shift Lead - Customer Service

2015 - 2016

- Created weekly schedules for team of 8 customer service associates and distributed responsibilities to ensure efficient and effective customer service.
- Coordinated new hire and in-service training with a focus on creating a welcoming environment resulting in an increase in new hire retention.
- Opened and closed store during manager's absence which included the proper handling and recording of cash.
- Resolved customer complaints.

#### Customer Service Associate

2014 - 2015

- Provided customers with courteous, friendly, and efficient service during item selection and at check out.
- Created visually appealing displays of seasonal merchandise.

## VOLUNTEER EXPERIENCE

#### SCORE, Denver, CO

Volunteer Workshop Presenter

2022 - Present

- Provide monthly presentations on Six Steps to Create a Financial Plan for your Small Business.

## AFFILIATIONS

#### International Leadership Association

Member

2021 - Present

#### National Society of Leadership and Success, Walden Chapter

Member

2020 - Present