

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 KPI's 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