

HENRY WALKER

Director Of Retail Operations III

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PROFESSIONAL SUMMARY

A results-oriented retail operations leader with 10 years of experience enhancing profitability and operational efficiency across various retail environments. Expertise in strategic initiatives, team empowerment, and customer-centric solutions has consistently driven revenue growth and improved market presence. Committed to fostering innovation and excellence within high-performing teams.

WORK EXPERIENCE

Director Of Retail Operations III 📅 May / 2018-Ongoing
WidgetWorks Inc. 📍 Denver, CO

- 1. Directed financial planning and performance analysis for boutiques, achieving a 16.75% revenue increase to \$6.7M through strategic product launches and marketing initiatives.
- 2. Managed 9 distinct P&L operations, tailoring strategies to diverse demographics and market conditions.
- 3. Increased average ticket sales during peak seasons, maximizing annual profitability while adhering to brand standards.
- 4. Conducted strategic meetings with C-suite executives to align on company goals and market trends, delivering impactful presentations on sales strategies.
- 5. Oversaw the successful build-out of a new location at O'Hare International Terminal, coordinating with contractors and designers to ensure timely completion.
- 6. Led a team of general managers and district managers in executing company-wide strategies, fostering an environment of collaboration and accountability.
- 7. Developed a KPI dashboard that enhanced operational efficiency and improved cost control measures across all locations.

Director Of Retail Operations 📅 May / 2015-May / 2018
Summit Peak Industries 📍 Denver, CO

- 1. Managed operations for Jackson Health System, overseeing 6.5 million in revenue, 8 managers, and 90 employees across seven locations.
- 2. Directed daily operations of cafes, gift shops, and catering services, ensuring compliance with health and safety regulations.
- 3. Achieved successful outcomes in multiple regulatory inspections, including CMS and JCAHO.
- 4. Handled inventory management and staffing for three retail coffee shops, ensuring operational excellence and customer satisfaction.
- 5. Initiated business ventures in international locations, providing training and operational support.

EDUCATION

Bachelor of Science in Business Administration 📅 May / 2012-May / 2015
University of Illinois 📍 Seattle, WA
Focused on retail management and operational strategy.

SKILLS



ACHIEVEMENTS

- 🌟 Implemented new sales strategies that increased revenue by 20% within one year.
- 🌟 Streamlined operations across 10 retail locations, reducing costs by 15% through efficiency improvements.