



123 Broadway Street • Denver, CO 80222  
(000) 000-000 • acunningham@executivemanagers.net

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## TERRITORY BUSINESS MANAGER • DISTRICT SALES MANAGER

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### AREAS OF EXPERTISE

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|------------------------|----------------------------|----------------------------|
| • Strategic Planning   | • Team Building            | • Expense Control          |
| • Profit and Loss      | • Productivity Improvement | • Revenue/Market Expansion |
| • Time Management      | • Recruiting and Training  | • Branding and Technology  |
| • Business Development | • Expense Reports          | • Relationship Building    |
| • Project Management   | • Problem Solving          | • Motivation               |
| • Communication        | • Budgeting                | • Payroll                  |
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### SUMMARY OF QUALIFICATIONS

- Dynamic, entrepreneurial business professional with a 20+year record of achievement in driving sales and profitability through a focus on team building, training, and the customer experience.
  - Passionate about building strong productive teams committed to legendary customer service; received People Excellence Award in 2004 and Customer's Choice Award in 2005.
  - Consistently recognized as a top performer; named General Manager of the year in 1997, 1998, 1999, and 2000.
  - Exceptional organizational and planning skills; handpicked by company leadership for high priority projects with tight deadlines.
  - Superior verbal and written communication skills. Easily interacts with executives, peers, staff, customers, and vendors. Chosen to sit on Retail Advisory Board with top executives in the company to share ideas on how to move the business forward.
  - Led 24 store teams in 10 states with annual sales in excess of \$100 million.
  - Multi-unit retail management experience with big box and specialty retailers.
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### PROFESSIONAL EXPERIENCE

**XYZ Corporation**, New York, New York

2006 to Present

#### ***Area Business Manager***

- Recognized for best YTD sales performance with 64% of stores posting gains over L/Y.
- Designed a successful sales plan that resulted in a 2nd and 4th finish in the Company Holiday Contest.
- Demonstrated ability to develop and maintain strong sustainable relationships with Franchise Owners.
- Chosen by top Franchise Owner to assist with his convention presentation.
- Spearheaded the documentation and development of 2 Business Development programs, a Referral Program and Customer Loyalty program that resulted in a 12% sales increase in 2008 over L/Y.

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**PROFESSIONAL EXPERIENCE** *(Continued)***ABC Corporation**, New York, New York

2000 to 2006

**District Manager**

- Assumed additional responsibility from 11 stores with annual sales of \$75 million to 23 stores with annual sales of over \$100M.
- Instrumental in tremendous improvement of customer service shop scores from an average of 76.8% in 2004 to 86.3% in 2005. Focused on sales floor leadership and associate behaviors to drive positive results.
- Posted best shrinkage % in the company in 2004 and 2005 with .37% and .44% respectively.
- Ranked #1 in the company in expense control in 2004 and 2005 and showed a 14% improvement in controllable expenses from last year.
- Team consistently met labor budget and ranked #1 in company in 2004 and 2005 for % to budget and % to sales.

**XYZ Corporation**, New York, New York

1997 to 2000

**General Manager**

- Named New York Market Training Manager in 2000 and given responsibility for interviewing, hiring and training all management candidates for 6 stores.
- Increased revenue at NY store from \$7.5 million in 1997 to over \$12 million in 1999.
- Successfully implemented customer loyalty program resulting in over 4000 memberships the first year.
- Chosen as pilot store in 1997 to work with consulting firm establishing best practices in front end and back end operations for the entire company.

**ABC Corporation**, New York, New York

1995 to 1997

**Market Training Manager**

- Played integral part on committee that streamlined store organization chart, redefined job responsibilities, and identified synergies between departments to reduce labor expenses.
  - Mentored and coached 23 direct reports to become successful leaders; leveraged their strengths to move the team forward and helped each report construct an individual development plan designed for personal career growth.
  - Directed remodel of 5 stores in New York market designed to enhance customer experience and increase traffic. All stores experienced a 14% sales lift over company trend since completion.
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**EDUCATION****B.A., Marketing**

New State University, New York, NY

**B.A., Management**

New York University, New York, NY