*Brian Brandon*

(703) 888-8818 ■ brian\_brandon71@yahoo.com

OPERATIONS MANAGEMENT

Dynamic multi-store operations manager with over 30 years' experience using exceptional communication and leadership skills to coach, manage and motivate diverse individuals in a fast-paced challenging environment. Accomplished in operations management with extensive experience in data analytics, development, sales building, merchandising, administration, inventory management and profitability.

AREAS OF EXCELLENCE

|  |  |  |
| --- | --- | --- |
| * Operations Management
* Data Analytics
* Sales Building and Forecasting
* Inventory Management
* Vendor Relations
 | * Training
* Excellent Customer Service
* Strong Communication Skills
* Coaching/Motivating

  | * Performance Management
* Succession planning
* Recruitment and Planning
* Highly Self Motivated
* Proficient in Microsoft Office
 |

PROFESSIONAL EXPERIENCE

**Starbucks Coffee Company – Northern Virginia/Washington DC**

**Retail Training Manager (2011 to 2022)**

* Responsible for managing profitable daily operations of a multi-location store in highly diverse and fast paced market.
* Daily execution of top customer service standards, comp sales performance, inventory management and training/development of over 60 team members.
* Managed multiple locations with annual sales exceeding $4.5 million (top 20 of all U.S. stores).
* Maximized sales and service during peak periods with emphasis on payroll productivity, profitability, impulse merchandising and product availability.
* Analyze trends and inventory to increase food growth to 23.4% in FY 2021 vs -3.2% in FY 2020
* Consistent execution of company metrics including labor, inventory and expense management to increase profitability.

**CVS Pharmacy – Northern Virginia and Washington DC**

**Operations Training Manager (2006 to 2011)**

* Managed daily operation of 24-hour location with front store sales exceeding 6 million annually with a team of over 40 partners.
* Strong execution of routines and standards in all areas including payroll management, shrink, inventory management and customer service.
* Exceeded company standards for inventory shrink, in-stock compliance and front store sales in excess of $140,000 weekly.
* Consistently led district in promotional sales in both the front store and pharmacy

**Lowes Home Improvement – Michigan, Florida and Maryland**

**Operations Manager (1999 to 2006)**

* Directed operations for high volume location with over $2,000,000 in weekly sales and a team of over 400 employees. Proven track record of achieving high level results in sales, cost management and profitability leading to successive years of being honored store of the year in Florida.
* Maximized sales and service during peak periods with emphasis on payroll productivity, profitability, impulse merchandising and product availability.

**Education / Certification**

AAS Cybersecurity Northern Virignia Community College Magna Cum Laude 2025

Business Infomations Technology Certificate Northern Virginia Community College 2024

CompTIA Certified Tech+, A+, Security+