

KELLY ALTMANN

Merritt Island, FL | [linkedin.com/in/KellyKinseyAltmann](https://www.linkedin.com/in/KellyKinseyAltmann) | KellyKAltmann@gmail.com | (845) 554-2206

RETAIL LEADER

A retail manager with extensive experience managing multiple locations and up to over 300 employees, implementing processes and procedures to control expenses, meet employee needs, and boost customer satisfaction while driving revenue and exceeding company objectives. An analytical thinker, compiling and evaluating data, interpreting results, and translating them into action plans for operations, departments, and individual employees.

WORK EXPERIENCE

Business Administrator

December 2021 - Present

VanDunk Painting - Remote

- Review bids and project proposals as written by contractor, compile data for labor and material cost estimates and provide detailed feedback. Advise as needed on financial related matters regarding supplies and services. Provide cost and ROI analysis.
- Prepare proposals and contracts.
- Maintain documentation. Reconciled receipts, invoices, payroll and process payroll.
- Maintain communication, coordinate and conduct meetings with contractors, vendors and customers.
- Provide procurement assistance and guidance as needed with subcontractors, vendors and suppliers.

MERCHANDISING / OPERATIONS MANAGER

FEBRUARY 2017 – JANUARY 2023

Home Depot – Brewster, NY

- Managed two locations, 300+ employees, and a \$5MM controllable operations expense budget, controlling labor, inventory, equipment, and materials costs and contributing to \$80MM annual revenue.
- Ensured financial performance and adherence to data-driven business initiatives aligned with strategic business requirements, beating the 2022 sales plan by 2.03%, gross margin by 1.63%, SCOP by 1.87%, store controllable expenses by .71%, operations by 3.45%, and exceeded the shrink plan by 1.59%.
- In 2021, beat the sales plan by 1.68%, gross margin by .45%, and SCOP by .51%, and exceeded the shrink plan by 1.02%.
- Conduct market research, evaluate competitor pricing, products, services, and displays, and make adaptations to increase sales and the competitive advantage.
- Evaluate financial data and forecasts, track trends, and capitalize on market changes to ensure operating procedures meet business needs, account for liabilities, revenues, and expenses, reconcile discrepancies, report to executive leaders, and comply with financial policies and procedures.
- Compile, interpret, analyze, and report complex financial data and information to market and regional leaders and the leadership and sales teams to ensure open communication and transparency of information ensuring accurate and informed decisions making.
- Identified operational issues and implemented new procedures, increasing efficiency, productivity, and quality, including boosting safety by 40% and reducing negative impacts on customer service, traffic, and sales volume.
- Implemented procedures and updated processes, decreasing waste from \$20K to \$10K and reducing store-controlled overages from ~\$418K to ~\$120K. Monitored and evaluated operations for continuous improvement opportunities.
- Planned and organized training, teaching customer service best practices, building skills, and boosting employee confidence and productivity by ~50%.
- Developed, modeled, and trained the inventory flow management process, improving on-hand accuracy, replenishment efficiency, and in-stock and shrink merchandise.
- Built and maintained a diverse and inclusive high-performing team, respecting and valuing diversity, ensuring development and performance lead to individual goals, including promotion and management opportunities.

- Challenged associates to identify and capitalize on opportunities to improve products and services for customers, leveraging feedback to increase sales, improve customer service, and drive associate engagement, improving morale, associate ownership, and satisfaction by 33% and customer satisfaction by 24.7%.
- Created a welcoming store culture, trained and enabled associates to anticipate, identify, and resolve customer issues and complaints, providing a safe and pleasant shopping experience.
- Conducted quarterly performance reviews for 65 employees, evaluating performance per KPIs, including safety, sales, and customer experience, discussing and setting individual development goals, and guiding employees entering leadership development.
- Recruited, interviewed, hired employees, and oversaw onboarding training to ensure consistent sales and customer service performance.
- Implemented four programs to improve inventory, customer service, checkout procedures, merchandising rapid transitions, and associate expertise, increasing sales volume by 38% within 1.5 years.
- Created merchandising displays and led demonstrations, including reviewing sales data market trends, adapting to meet needs based on data, and increasing sales by 20%.
- Implemented a new high-volume customer process, realigning vendor display processes, customer shopping, access, loading, and checkout, driving live goods sales to over \$3 million, increasing garden department \$16 to \$18.5 million over two years and achieving #1 rank out of 89 stores for live goods.

STORE MANAGER

FEBRUARY 2015 – FEBRUARY 2017

Sears Holdings Corporation – Yorktown Heights, NY

- Managed 75 employees, including recruiting, hiring, and annual performance reviews, and implemented initiatives, decreasing shrinkage by ~15%.
- Revamped employee training, taught sales tactics, and updated operations, increasing sales by 30% within 1.5 years.
- Piloted ship from store program, compiling data, adjusting operations and communicating opportunities to drive success.

CO-MANAGER

NOVEMBER 2008 – DECEMBER 2014

Walmart – Monticello, NY

- Managed three locations and 500+ employees, including recruiting, hiring, and bi-annual performance reviews.
- Updated and implemented sales team training, improving inventory control, freight management, customer satisfaction, employee satisfaction, and retention and reducing shrinkage by ~22%.
- As a member of the market-wide inventory flow team, collaborated to teach best practices across markets.
- Collaborated with the Asset Protection Manager, Invoicing Lead, and Claims Manager to analyze data, freight flow, freight management, and high-shrink trends, adapting processes for high-volume high-shrink stores.
- Participated in creating company-wide training to prevent shrink based on market trends and department-specific training programs promoting best practices for each department, reducing shrink from 3.2% of sales to .98% of sales in a \$98MM sales store within one fiscal year.
- Revamped inventory management improving shrink controls and ensuring the proper use of equipment and supplies.
- Collaborated with external partners to improve the inventory replenishment process, meeting the seasonally diverse community's needs, and improve business performance within three months, increasing quarter sales by 3.8% of \$89MM volume.

VOLUNTEER

Room Mom, Class Parent Volunteer, actively engaged in Parent Teacher Organization / 2023 – Present

Captain Veteran Outreach, Veteran Outreach Volunteer / 2017 – 2020

EDUCATION

Certificate, Store Manager | April 2015

Sears Holdings Corporation – Yorktown Heights, NY

Bachelor of Science (BS) (128 credits), Sociology

Ashford University (University of Arizona Global) – Chandler, AZ