

## EMPLOYMENT HISTORY

### Retail Operations Specialist, North America, L'Occitane en Provence, New York, NY

APRIL 2019 – APRIL 2020

- Worked closely with top-loss stores to maximize profitability via talent development, marketing opportunities, and shrink analysis.
- Streamlined processes to transfer items from full price stores to outlet stores, maximizing profitability, and creating sustainability.
- Reduced cost for national contracts, reducing store supply order costs by <30% annually.

### Flagship General Manager, The Shops Buckhead, L'Occitane en Provence, Atlanta, GA

FEBRUARY 2018 – APRIL 2019

- Operated and lead a team of managers and <10 associates in a 4,300 sqft of retail space, the largest and first location in North America to include a spa.
- Lead the highest volume "ship from store" location in North America.
- Grew net promoter scores by 47% in under six months via talent development.
- Supported 17 stores within the Southeast District, training new store managers, and grand openings.

### Assistant Store Manager, Grand Boulevard, L'Occitane en Provence, Miramar Beach, FL

MAY 2017 – FEBRUARY 2018

- Ranked as the top store in North America for sales growth against LY sales dollars.
- Increased sales by 15.7% above forecast for the year via networking and clienteling.
- Supported neighborhood location as Dual Assistant Manager, as needed.

### Sales Associate, The 30A Company, Santa Rosa Beach, FL

NOVEMBER 2016 – FEBRUARY 2018

- #1 salesperson to produce the highest volume in Q1 and Q2 2017.
- #2 salesperson to produce the highest volume in Q4 2016.
- Represented the brand within the community via events and pop-ups.

### Production Scheduler, NCR Corporation, Columbus, GA

SEPTEMBER 2014 – DECEMBER 2015

- Collaborated with account managers to schedule orders accordingly for manufacturing teams.
- Established a root-cause program, to reduce escalated shipping costs.
- Conducted and hosted daily conference calls and face-to-face meetings.
- Strategically scheduled orders to achieve record-breaking fiscal quarters for each quarter, while at NCR.

## EDUCATION

### Associate in Arts, Gulf Coast State College, Panama City, FL

DECEMBER 2015 – DECEMBER 2017

### Bachelor of Human Resources and Organizational Leadership, Florida International University, Miami, FL

AUGUST 2020 – PRESENT