

# Robert Hodges

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## Retail Management Executive

**Multi-Unit Manager ▪ Sales Energizer ▪ Team Builder ▪ Growth Driver**

- **Versatile, accomplished retail specialist** with 20+ years of experience at territory and store level.
- **Experienced manager** of direct report team and local teams of 100+ associates. Delivered \$18M membership sales annually and managed new store openings while maintaining membership at 12 stores.
- Produced quantifiable YOY sales surges, reduced shrink, and achieved compliance goals.
- Thrives in deadline-driven environments with excellent team-building skills, organizational talent, and the ability to undertake various projects simultaneously.

### CORE COMPETENCIES

- Decisive Leadership ▪ P&L ▪ Store Operations ▪ Merchandising ▪ Product Knowledge ▪ Customer Service
- Cost Control ▪ Financial Risk Reduction ▪ Communication Skills – oral and written ▪ Shelf Management
- POS Management ▪ Account Development ▪ Customer Loyalty ▪ Field Sales Management
- Key Account Management ▪ Margin Improvement ▪ Market Research
- Can-Do Attitude ▪ Results-Driven ▪ Integrity

### PROFESSIONAL EXPERIENCE

SPEEDWAY, LLC ▪ Enon, OH

► **District Manager**, Louisville, KY, *June 2019–Present*

Directly supervise 11 convenience store managers responsible for staffing and training across district. Manage P&L, including planning budgets, maximizing sales, and controlling expenses.

- Implemented merchandising programs and innovations without disruption to daily business.

SAM'S CLUB, Bentonville, AR ▪ *Mar. 2003–Apr. 2018*

*Promoted through a series of increasingly responsible positions based on superior performance.*

► **Membership Assistant Manager**, Des Plaines, IL and Franklin, TN, *June 2017–Apr. 2018*

Drove membership growth by coaching team to exceed target goals. Managed budget of \$9M and club P&L.

- Energized membership sales team to meet and exceed company metric goals.
- Facilitated team success with staffing events to meet goals.
- Maintained opening and closing functions of club.

► **Senior Territory Sales Manager**, Nashville Territory ▪ *Feb. 2016–June 2017*

Recognized need to strengthen connections with business members and associates. Boosted incremental store trips, item assortment, and sales with 75+ strategic accounts.

Performed efficiently by planning and organizing work to reach goals and objectives.

- Delivered \$2M total sales with 8% increase over previous year.
- Acquired new Top Business Member Base and grew purchase volume with early engagement.
- Leveraged tools and resources to effectively build and nurture B2B member relationships.
- Drove sustainable membership growth with operational excellence.
- Powered record results by identifying opportunities to improve performance.

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## Professional Experience continued (SAM'S CLUB):

### ► **Market Membership Sales Manager**, Chicago, and Nashville Markets ▪ *July 2014—Feb. 2018*

Multi-unit leader of 12 properties and 2,000+ associates. Accountable for meeting and exceeding combined budget of \$21M.

Identified future leaders through thought leadership, collaboration, and mentoring. Anticipated external factors and used this information to plan member traffic and sales volume.

- Executed marketing initiatives to fulfill company and member expectations.
- Awarded regional “**MMSM of the Quarter**” 3 consecutive quarters, 2015
- Designated “**MMSM of the Company**” 2 consecutive quarters, 2015.

### ► **Member Service Assistant Manager**, Des Plains, IL and Aurora, CO ▪ *July 2012—Feb. 2014*

Accountable for \$100M in sales transactions.

Trained and developed MSAMs on job roles and responsibilities using best practices.

- Created plan to reach and exceed sales goals based on company metrics.
- Drove positive member experience with excellent front-end service.
- Developed member service supervisor team to lead front-end functions and associates to be results-driven.
- Ensured community involvement as club priority.
- Honored with *Children's Miracle Network* award.

### ► **Membership Assistant Manager** ▪ *July 2011—July 2012*

Ensured growth by leading membership team on methods for exceeding budget. Managed \$18M budget and club P&L.

### ► **Hardlines Assistant Manager / Grocery Assistant Manager** ▪ Northlake, IL, Marietta, GA, *Apr. 2005—July 2011*

Guided club experience with merchandising, membership, and service. Managed merchandising.

Attended to detail and accuracy of inventory, sales, and personal goals.

- Drove category sales through effective merchandising.
- Coached associates on merchandising reading and understanding transitions.

## EDUCATION

**B.A. – Marketing Communications**, Columbia College, Chicago, IL.

## COMMUNITY CONTRIBUTIONS

Children's Miracle Network

Adopt A Highway

Habitat for Humanity

Local Food Drives