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JOHN HLOOM

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Motivating and innovative leader with experience managing small to large teams in diverse fields. Proactively and successfully work within the levels of corporate structure to balance the needs of the retail organization against the needs of business. Several years providing quality customer service in diverse environments of retail and hospitality with an emphasis on delivering program management success and establishing policies and processes.

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| --- | --- | --- |
| * Effective Communication * ‘Outside the Box’ Strategies * Staff Management | * Multiple Project Coordination * Budget/Time Management * Customer Service | * Department Communication * Plan Implementation * HR Administration |

# EXPERIENCE

Lead Store Supervisor

SUPERMARKET 2011 – 2015

Directed a staff of 40, utilizing an organized “systems” approach in every area of the business – continually analyzing, measuring, and improving efficiency.Responsible for menu creation, purchasing, inventory, employee supervision, and all other phases of management.Maintained company equipment. Transferred, gathered, and submitted confidential data on schedule. Extensively used internet resources for marketing.

* Consistently volunteered to take on additional projects with supplementary responsibilities of communicating sensitive and confidential data.
* Exhibited the ability to work independently, but also successfully collaborated with teams to gather industry data to remote management locations.

Program Supervisor

EDUCATIONAL INSTITUTE 2007 – 2011

Developed work schedules and instructed, trained, and supervised up to 30 full and part-time personnel in a dozen assigned sites. Ensured the consistent implementation of policies, procedures and standards to consistently deliver high standards of productivity and quality.Acted as a mentor, expert, facilitator and problem-solver at many levels of the school lunch program.Worked with school administration and program managers for the better function of the program.Conducted regular on site visitations.Recommended changes for improvement.Made sure that the principles of workplace safety were being implemented at assigned sites as required by state and local regulations.

* Cultivated key relationships with vendors, staff, and customers to lead by example and in implementing new product merchandising regularly while openly communicating expectations in a positive manner to reinforce team work and workflow.

District Supervisor

HOSPITALITY ENTERPRISE 2005 – 2007

Strategically assisted in the business planning for this small retail business that originated as one shop and successfully grew to multiple locations and employed up to 60 people.Performed sales and financial planning including forecasting, P&L, complex staff scheduling, and contract management.Directed recruiting, hiring, training, promotions, and terminations.Managed business plan development including site location; lease negotiations; products and pricing; competitive differentiation; branding; inventory management; and customer service.

* Coached, trained, and mentored employees in several aspects of business relations including customer service, vendor communication, cost reduction, and increasing bottom line profitability.

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