

RICHARD THOMPSON

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OPERATIONS MANAGER | SALES STRATEGIST

HIGH VOLUME SALES GROWTH | STRATEGIC SALES PLANNING | PEOPLE MANAGEMENT

- Hard-charging, ambitious, and award-winning manager offering 10+ years of operations and sales experience in a highly competitive environment.
- Recognized as a true leader in generating new business, delivering year-over-year growth and revenue results, and influencing buying decisions.
- Proven aptitude for developing and executing strategies, processes, and programs that improve organizational performance and drive stellar results.

BUSINESS / LEADERSHIP STRENGTHS

Team Leadership/Supervision
Customer Service/Satisfaction
Business Relationship Building
Recruiting/Hiring/Onboarding
Continuous Improvements
Labor Control/Reduction
Payroll Management

Team Coaching/Training/Mentoring
P&L/Operating Budget Management
Trend Analysis/Competitive Activity
Expense Management/Reduction
Profit/Sales/Revenue Generation
Human Resources Management
Loss Prevention/Shrink Reduction

PROFESSIONAL EXPERIENCE

MUSICLAND GROUP | Atlanta, GA

2010 – Present

General Manager, 2018 – Present

Led sales growth for a 55,000 sq. ft. big box store while partnering with area manager to develop and drive strategy and mission. Managed day to day operations, including sales, expenses, and human resources. Focused on training 5 department managers to manage 100+ associates in customer service, sales, loss prevention, and store procedures.

Key Results

- Achieved outstanding customer service shop scores. Ranked in top quartile of company with a 90%+ average. Focused on sales floor leadership and associate behaviors to drive positive results.
- Reduced shrink from 1.46% in 2004 to .52% in 2005, a 64% improvement from LY.
- Led store to an 18% improvement in controllable expenses over LY.

RECOMMENDATIONS

“Besides being a joy to work with, Richard has always been a take-charge person who is able to present creative ideas and communicate the benefits to every level of management. He has developed sales plans and strategies that have resulted in him holding the distinction as one of the top producers in the district.”

G. Wright
Manager, Musicland

“The 102 team members that Richard managed always felt grateful to have a manager that valued his people. I was truly thankful to have an operations manager that shared the same passion for creating and developing new processes to drive improvements, despite our limited budget.” -

P. Henry,
Area Manager, Musicland

“Richard’s best attribute is his genuine and personable approach, which garners trust in his employees.

R. Knight
HR Manager, Musicland

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- Consistently met labor budget by exceeding productivity standards and effectively scheduling store associates.
- Interviewed, hired, and trained 100+ associates, including 5 supervisors/ department managers.
- Recruited at area colleges and businesses and participated in job fairs to identify top talent for the store.

Assistant General Manager, 2015 – 2018

Led a team of 20 and directed all areas of operations, including labor, inventory, staff development, and shrink control. Focus on driving sales, building high performance teams, and executing operational efficiency through team accountability. Successfully managed relationships with key business partners to generate revenue and drive customer traffic.

Key Results

- Increased sales by 20% over previous year in 2015.
- Awarded "Manager of the Year" in 2016.
- Exceeded all sales, margin, payroll, and shrink goals.
- Chosen by district manager to troubleshoot sales and merchandising issues at 2 other stores in the district.
- Developed business plans for store through effective analysis of core categories, staff strengths, and market trends.
- Exceeded all company sales initiatives by setting clear expectations, modeling desired behaviors, and celebrating victories.

Department Manager, 2010 – 2015

Directed a high volume department generating \$650K+ in annual revenue. Managed sales staff, customer service, inventory, labor, staff development, and shrink control.

Key Results

- Named "Department Manager of the Year" in 2011, 2012, and 2013.
- Honored with "Product Mix Award" and "People Development" award in 2011.
- Named #1 department manager for 3 consecutive years out of 34 stores.
- Recognized for single handedly achieving the highest sales volume for one month, surpassing sales goals by 22% in 2008.

EDUCATION

B.A., Business

Georgia State University, Atlanta, GA