

David Hayes

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EXPERIENCE

Dollar General, Dothan, AL — General Manager; Training Manager

May 2000 – November 2004 // March 2017 - PRESENT

Recruit, train, mentor, and manage a multi-member team, ensuring continuous delivery of outstanding customer service. Supervision of multiple department managers, providing coaching and engendering accountability for store results and staff performance. Development and implementation of learning objectives for managers in training.

Hancock, Dothan, AL — Store Manager

August 2011 - August 2016

Managed a national retail craft store and multi-member team with supervision of team members, exemplary customer service, merchandising, scheduling, and inventory/receiving. Tasked with process improvement through organizational restructuring.

JoAnn, Lynnwood, WA — Store Manager

December 2004 - April 2011

Managed a national big-box retail craft store and multi-member team with supervision of team members, exemplary customer service, merchandising, scheduling, and inventory/receiving. Tasked with profit optimization and payroll management.

EDUCATION

Master of Science in Business Management [2019] – Troy University

Bachelor of Science in Social Science [2017] – Troy University

INTERNSHIP

Alfred Saliba Family Services Center – Dothan, AL

Social Work Intern [January 2020 – Present]

Tasked with observing and assisting professional social workers in a nonprofit setting that provides the community of Dothan, Alabama full-service, nonprofit social services.

Wiregrass United Way 211 – Dothan, AL

Volunteer Call Center Specialist [January 2012 – November 2014]

Tasked with assisting incoming requests and intake for social services and resources in the Wiregrass area of Dothan, AL.

References Upon Request

SKILLS

Staff Development
Strategic Adaptability
Profit Optimization
Logistics Management
Customer Service
Operations Analysis
Payroll Specialist
Process Improvement
Inventory Planning
Cost Reduction/Shrink Avoidance
Change Management
Team Building

ACHIEVEMENTS

15 Years in Management

Received two promotions, from Lead Associate to Assistant Manager to General Manager in less than 12-months

Implemented inventory strategies reducing time spent on inventory by 20%

Exceeded retail sales goals by an average of 15% every quarter in 2018

Facilitated the restructuring of several retail stores within my district

Recognition for achieving lowest payroll within my region

Managed operational restructuring of multiple store locations within district