

SARAH MATTHEWS

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RETAIL GENERAL MANAGER

IMMEDIATE VALUE OFFERED

- More than 20 years of achievements in sales and operations management, leading multi-location teams, and hundreds of team members in as many as 120 locations.
- Set sales expectations, tracked metrics, and developed market strategies to maximize opportunities; creating greater than expected regional success for the last 4 years.
- Ranked #1 nationally in highest percentage of stores for achieving sales goals in both Dog Training Sales in 2011 and for Grooming Center sales in 2010.
- Natural communicator with demonstrated experience building and leading motivated teams and management; developing lasting customer and management relationships; and resolving issues.
- Exceptional organization, multi-tasking and prioritizing skills utilized to achieve goals and set standards for teams.

CORE COMPETENCIES

- Team-Building Leadership
- Multi-Location Operations Management
- Market Development Strategies
- Organizational Management
- Customer Service
- Verbal / Written Communication
- Problem Solving Skills
- Metric Tracking and Analysis
- Recruit / Train / Mentor / Manage
- Merchandising / Promotions
- Facility Management
- Policy & Procedure Compliance
- Shrinkage / Inventory Management
- Payroll / Budget / P&L

PROFESSIONAL EXPERIENCE

PET NATION, Muskegon, MI

2008 to Present

Regional Pet Services Manager

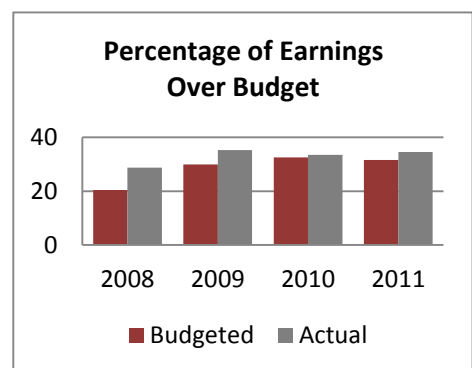
Regional Pet Services Coordinator / General Manager

Direct Services departments for 86 to 115 stores covering 9 states and managing more than 300 general and assistant managers, service managers and related associate teams. Drive sales and margin, managed interviewing, hiring, payroll, and promotion expenses. Visit each store quarterly or as needed, and led regular virtual meetings to encourage and strengthen management.

Promoted to Regional Pet Services Manager after 3 years as Regional Pet Services Coordinator which created innovative processes that drove service sales for more than 100 stores. Began tenure with Pet Nation as General Manager for the largest sales store in Michigan.

Key Achievements:

- Percentage of margin earnings over budgeted projections are as follows; 19.8%/27.9% for 2008, 29.2%/36.1% for 2009, 34.5%/35.3% for 2010 and 32.6%/35.6% for 2011.
- Region completed 2011 Companion Animal Sales 6% over budgeted expectations.



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- Instrumental in the largest improvement for the company's fiscal year (2010) with a \$24,100 under budget reduction in Veterinarian Expenses, a 7% reduction from 2009.
- Ranked #1 for region with the highest percentage of stores achieving Grooming Center selling goals, winning the *National Grooming Center Sales Contest*, 2010.
- 1 of 10 General Managers selected from more than 700 managers companywide to participate in the Pet Nation Leadership Training Course in 2008; scoring #3 in the nation.
- Earned *Grooming Store of the Year in 2008* in Midwest Region for achieving \$40,000 more than budgeted pre-tax profit goal for a total of \$130,000 in pre-tax profit.

MEIJER STORES, Grand Rapids, MI

2001 to 2007

Operations Manger

Recruited to oversee daily operations of 4 stores with each store generating \$8-12 Million in annual sales volume. Hired, trained, motivated and managed up to 100 team associates in each store. Improved customer care, sales team knowledge, services, receiving, inventory issues, and maintenance.

JC PENNEY CORPORATION, Muskegon, MI

1997 to 2001

Operations Manger

Regional Conversion Coordinator / General Manager

Accepted Operations Manager position for 5 different stores throughout the western Michigan market, improving operations and sales at every location. Resolved escalating problems with operations, personnel, and customers. Coordinator position covered a 9-state Midwest region, which included driving sales strategies, approving expenses for management personnel and coordinating logistics for more than 50 managers weekly.

Key Achievement:

- Earned *Manager of the Quarter* recognition 4 times during tenure.

EDUCATIONAL BACKGROUND & AFFILIATIONS

MICHIGAN STATE UNIVERSITY, East Lansing, MI

Bachelor Degree in Business Administration

Additional Training

~ *Advanced Executive Training Course* – PET NATION LEADERSHIP DEVELOPMENT TRAINING

~ *Advanced Management Training Course* - MEIJER LEADERSHIP SCHOOL, WESTERN MICHIGAN UNIVERSITY