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Sandra Thompson

General Manager

CONTACT INFORMATION



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EDUCATION

M.B.A., Operations Concentration,
University of Minnesota Carlson
School, 2014

B.S., Retail Merchandising,
University of Wisconsin-Stout,
2008

KEY SKILLS

- Multi-unit P&L ownership
- Regional turnaround strategy
- Capital project oversight
- Manager development & succession planning
- Shrink & loss prevention
- Union & labor relations
- Vendor & merchandising partnerships
- Workforce planning
- Capex budgeting
- KPI reporting to executive team
- New-store openings

ABOUT ME

Senior General Manager with 17 years across grocery, big-box retail, and food service. Oversees portfolios of 6-12 locations, \$80M+ in combined revenue, and 400-600 employees. Known for turning around chronic-underperformer stores and building bench strength.

PROFESSIONAL EXPERIENCE

SENIOR GENERAL MANAGER, UPPER MIDWEST REGION | LARKSPUR MARKET CO., MINNEAPOLIS, MN | 2019 TO PRESENT
2019 - PRESENT

- Lead 9 stores doing \$86.2M in combined annual revenue with 540 employees and 7 direct-report store managers.
- Took two chronic-underperformer locations to regional top quartile in 14 months through new GMs, fresh planograms, and tighter labor models.
- Drove regional EBITDA margin from 6.8% to 9.4% over three fiscal years while same-store traffic was roughly flat.
- Built a manager-in-training program that now fills about three of every four GM openings internally.
- Co-led a \$4.6M remodel across three locations on time and 8% under capital budget.

GENERAL MANAGER, FLAGSHIP STORE | LARKSPUR MARKET CO., ST. PAUL, MN | 2016 TO 2019
2016 - 2019

- Ran the chain's highest-volume store: \$19.4M annual revenue, 110 staff, 24/7 operation.
- Cut shrink from 2.3% to 1.1% over 18 months through receiving-dock retraining and a new cycle-count cadence.
- Hired and developed 6 department managers; four were promoted to their own stores within four years.
- Partnered with HR on a union contract negotiation cycle with zero work stoppages.
- Closed every fiscal quarter at or above the regional comp-sales benchmark.

GENERAL MANAGER | NORTHWIND OUTDOOR OUTFITTERS, DULUTH, MN | 2012 TO 2016
2012 - 2016

- Opened a new-build 38,000 sq ft store on schedule and within 3% of opening-day sales forecast.
- Built the founding team of 47 employees, including 5 department leads, from scratch.
- Held a four-year average customer-satisfaction score above 4.6 out of 5.
- Owned vendor relationships across 60+ outdoor brands and resolved a major supplier dispute that protected peak-season inventory.

ASSISTANT GENERAL MANAGER | NORTHWIND OUTDOOR OUTFITTERS, DULUTH, MN | 2009 TO 2012
2009 - 2012

- Ran daily floor operations for a \$12M store with 60 employees.
- Led the regional rollout of a new clienteling tool to 11 locations.
- Cut overtime spend by about a quarter through a redesigned weekend schedule.
- Stepped in as acting GM for a 5-month vacancy with no decline in comp sales.