

Calvin Lunsford

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Store Manager

Work Experience

Dick's Sporting Goods - Janesville, WI

Traveling Store Manager, 2019 – present

Work with various stores in northern Illinois and southern Wisconsin to improve sales and profitability by incorporating best practices and meeting company objectives in profit and loss control, sales performance, customer satisfaction, and shrink results. Oversee customer interaction and associate talent development to maximize efficient day-to-day operations. Create schedules, develop, and monitor payroll plans. Recruit, hire, and train employees; eliminate obstacles or barriers preventing team members from thriving; and proactively develop employees' skills and recognize their achievements. Demonstrate a flexible leadership style that builds team member engagement. Provide counseling and disciplinary action as needed if/when associates fail to meet the company's performance standards.

Key Accomplishments:

- Helped open and continue to manage a successful concept clearance store for the company, allowing each Dick's retail store within the district to reduce the footprint of its clearance section, making space for higher-margin items, leading to increased sales and margin and UPT in each store
- Improved processes and increased training and accountability at two broken store locations to get the teams back on track, resulting in improved sales and metrics, including Credit, Credit Penetration, Service Plan Sales and Athlete Rewards programs.
- Assisted in relocating the Rockford store and closing of the old location by transferring goods and maintaining metrics while ensuring customer service was maintained at the highest level
- Created a sense of urgency around the closing of the old Rockford store while maintaining strong communication between both locations during the relocation process; assisting in hiring for the new location

Operations Manager, 2018 – 2021

Oversaw operational functions throughout the store, including freight flow, front end, cash office, pricing accuracy, and omni-channel fulfillment (Ship from Store - SFS & Buy Online/Pick-up In-Store - BOPIS). Supported the store manager in achieving company objectives in profit and loss control, sales performance, customer satisfaction, and shrink results. Directly managed a team of associates focused on the operational functions of the store. Provided dotted-line responsibility for managing associates in other areas of the store when serving as Head Coach/Manager on Duty.

Key Accomplishments:

- Selected, on-boarded, empowered, and developed highly-effective team members
- Defined a clear vision and strategy to communicate expectations
- Demonstrated a flexible leadership style to foster team member engagement and recognition
- Held all team members accountable to drive results by being available, removing barriers and obstacles, facilitating change, and providing coaching/feedback related to performance
- Taught team members to incorporate the customer's perspective of success

Toys“R”Us - Rockford, IL

Store Manager, 2015 to 2018

Maintained a cohesive workforce by guiding team members to perform their jobs efficiently in order to anticipate and address customer needs. Served as de facto coach to build the strongest team possible and help staff members reach their highest potential. Facilitated communication between team

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Toys"R"Us, continued:

members and upper management. Monitored inventory while seeking ways to mitigate HR, safety, and potential issues before they arise. Oversaw asset protection and expense and cash control.

Key Accomplishments:

- Improved store appearance, customer service, and sales techniques, ultimately raising the store from 190 to 80 on the company's year-end score card
- Trained associates in effective customer service practices, which increased employees' passion for the business and boosted moral throughout the store
- Demonstrated a belief in and dedication to the store that team members had not seen in past managers, further motivating staff to improve performance

Walmart - Freeport, IL

Asset Protection Manager/Assistant Manager, 2008-2015

Managed facility level training and execution of asset protection and safety functions. Monitored safety and risk controls within the facility by holding weekly and monthly Safety Team and Shrink Meetings. Ensured compliance with company policies and procedures and supported company mission, values, and standards of ethics and integrity.

Key Accomplishments:

- Controlled unexplained loss of merchandise and improved profitability by training associates in effective customer service and product protection techniques
- Ensured that facility was compliant with safety and risk controls on a daily, monthly, and quarterly basis
- Trained employees to more effectively perform their jobs, resulting in increased productivity and employee satisfaction

Additional Experience

CompUSA - Rockford, IL

Customer Service / Human Resources Manager

Schnucks – Rockford, IL

Operations Manager

Education

COLLEGE OF DUPAGE - Wheaton, IL

Business Management

Skills

Merchandising • Retail Management • Team Building • Scheduling • Communication
Customer Service • Recruiting • Employee Management • High-Impact Training Safety Compliance
Sales • Fostering an Inclusive Culture • Advocating for Diversity • Customer Engagement