

Monica Woodruff

✉ mway6872@gmail.com


in linkedin.com/in/monica-woodruff-b65686a4

🔗 <http://www.monica-woodruff.com>


Summary

I am an established, cultivating professional with accelerating management experience. I have over 20 years of management experience total with 12 years in retail management, resulting in a clear vision for success. I facilitated and fostered teams that have delivered over 20% year over year growth. I am strategic thinker and proactive problem-solver with expertise in managing multiple priorities in a fast-paced rapidly-changing sales environment.


Experience

- 


Assistant Store Manager Nov 2014- Present
Rooms To Go

A hands-on-manager with strong mentoring, coaching, and development skills and the ability to motivate teams to achieve results in a 30+ million dollar store. Responsible for overseeing the daily operations of the Showroom, including sales, customer service, and maintenance. Work with, mentor, and train teams of commissioned sales associates to increase the quality of the customer experience and sales profitability, thereby helping the sales associates to increase their income. Also responsible for the recruiting of new talent as needed.
- 

Mail carrier 2013 - 2014
United States Postal Service 2 years

Responsible for providing efficient service to all customers when it comes to protecting and delivering the mail. Maintain security of mail, packages and money at all times. Maintain safety while driving the postal vehicle. Drive revenue by promoting the benefits of using the postal products and services.
- 

Sales Manager Aug 2006 - Jul 2013
Best Buy 7 years

Responsible for working closely with the store and district manager to formulate and build the store brand. Responsible for driving profitable growth through floor leadership and coaching employee behaviors. Perform on-site customer interviews to gain insight on customer service improvements and successes. Creates and monitors sales and training rhythm through behavior based customer interactions and assessments. Monitors baseline and sets stretch daily, weekly, and monthly sales goals for all employees. Develops business plans to meet store goals. Responsible for coaching, developing, mentoring, and providing performance feedback of sales associates. Develops behavior based recognition programs to build employee customer service focus.
- 

JCO V Oct 2001 - Jul 2006
Texas Youth Commission 4 years 10 months

Responsible for the security, training staff, enforcing guidelines, policies and procedure. Responsible for resocialization of youth on my dorm and throughout the facility. Directly responsible for 19 staff and 54 youth. Responsible for maintaining order, ordering supplies, monthly scheduling, monthly meetings. Monthly visitation and On- Duty Supervisor duties over the entire facility.



Signal Support System Specialist
US Army

Aug 1993 - Feb 1997
3 years 7 months

Education



Tarleton State University 1998 - 2001
Associate of Arts - AA, Business, Management, Marketing, and Related Support Services

Skills



Management • Team Building • Leadership • Communication • Multitasking • Time Management • Interpersonal Skills • Negotiation • retail sales management • Team Motivation

Certifications

Jodi Glickman on Pitching Yourself • LinkedIn

Jan 2020 - Present

Customer Service: Handling Abusive Customers • LinkedIn

Jan 2020 - Present

Honors & Awards

Gallup Poll

Talent Themes:

- **Relator**- I am genuine and authentic. I will get to know more about the people closet to me. I bring social depth and transparency. I need time and opportunity for one on one interactions.
- **Learner**- I am one who enjoys the experience of learning. I will follow the things the interest me. I bring a learning perspective. I need exposure to new information and experiences.
- **Achiever**- I am a hard worker. I will set the pace for the production. I bring intensity and stamina of effort. I need freedom to work at my own pace. I want to get it done.
- **Arranger**- I am a comfortable with lots of moving parts. I will work effectively and efficiently through others. I bring flexibility and interactivity. I need a dynamic environment.
- **Activator**- I am impatient with inactivity. I will create momentum. I bring a catalytic sense of urgency. I need less discussion, more action.