



Background & Objectives

Self-motivated, hard-working, responsible, intelligent, creative, talented, and conscientious.

These are some of the words that co-workers, managers, vendors, colleagues, and customers have used to describe me.

My passion for excellence in design is what drives me. That passion is complimented by a strong work ethic, ability to spot trends, and people-skills to listen, understand, and inspire, has given me a solid track record of success in the home furnishings industry.

My dynamic personality, professionalism, and ability to put people at ease help me adapt to many different situations. I enjoy working with people and have established enduring relationships throughout the industry. Utilizing an innate sense for "what works" in a store environment, I can create interesting, inviting, and enticing vignettes from seemingly incongruous elements which ignite the customer's imagination and opens the door to a conversation.

I am a capable individual who thrives on the challenges, fast-pace, and constant change in the furniture retail and interior design spaces. I seek a work environment where I can apply my talents and capabilities, which encourages ingenuity, and rewards outstanding performance with increased responsibilities, opportunity for career advancement, and financial incentive.

Positions Held



June 2008—November 2008

Assistant Store Manager (MIT) - Natick, Massachusetts

Initially hired as design consultant at new Natick location (including new store set-up and team training). Promoted into Manager in Training program (assistant manager) and transferred to Burlington location (and back to Natick location). Working under Store Manager, responsible for store operations including daily open and close procedures, cash and bank deposits, and rotation log

- Responsible for attaining personal sales quota as well as assisting other design consultants with product information and store procedures.
Maintained high corporate standards for customer experience and satisfaction.
Coordinated with visual manager on overall store appearance and environment.



August 2007—May 2008

Store Manager - Boston, Massachusetts

Managed day-to-day activities for this high-profile location prior to and during the company's bankruptcy filing. Remained with liquidation firm for closing of Boston, Burlington, and Natick locations.

- Planned and directed day-to-day store activities including sales, customer service, and store operations to Domain's established standards.
Ensured products and vignettes were attractively merchandised, inventory and product mix were appropriate for store location.
Led sales and support staff of three, including employee training and guidance, goal setting and review, and recruiting new team members.

Regional Visual Manager - Boston, Massachusetts

Responsible for implementing visual directives to achieve the Domain image at Burlington, Boston, and Natick stores.

- Worked with corporate product development to identify trends and determine best product mix for three stores,
Utilizing part time and shared staff, implemented visual plans including product placement, accessorizing, seasonal decoration, and traffic flow.
Managed Warehouse Sale event in Norwood including sales, merchandising, inventory, and staffing.



August 2006—August 2007

Design Consultant - Natick, Massachusetts

Responsible for sales and customer satisfaction through superior product knowledge and design acumen.

- Performed in-home design consultations leading to high dollar sales and additional customer referrals.
Store layout & visual merchandising to create more effective selling environment.

21 Trowbridge Street
Arlington, Massachusetts 02474

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(continued on reverse)

# Résumé / C.V.



## Positions Held (continued)



September 1996—May 2006

### Merchandising Manager - Acton, Massachusetts 4/99—5/06

Led team of three with primary responsibility for overall look and feel of five stores including buying and visual merchandising, initial selection of floor samples, furniture placement, accessorizing, and overall store layout.

- ☐ Successfully redesigned three Choice Seating stores into Circle Furniture stores, creating a more unified look-and-feel between the stores.
- ☐ Layout and placement for two new 10,000 ft<sup>2</sup> locations (Framingham in 1999 and Danvers in 2004).
- ☐ Fostered relationships with vendors to ensure consistent communication, quality, and service, including seeking out new products to maintain market edge.
- ☐ Continuously evaluated new and existing merchandise to ensure stores felt fresh, maintained proper inventory levels, new/ongoing product training for sales team.
- ☐ Oversaw weekly store transfers for incoming and outgoing merchandise.
- ☐ In-depth involvement with store management and design consultants to identify trends and customer buying patterns, including store coverage.

Led or contributed to promotional events that successfully increased Circle Furniture brand recognition, positioning, and sales:

- ☐ *Boston Magazine* Design Home in 2000, 2002, 2004, and 2006 (layout, color, selection, accessories).
- ☐ Launch of new lines including American Leather, Joe Ruggiero Collection, and Ekornes Stressless (training, initial selections & placement, in-store events).
- ☐ "Your Home is a Jewel—Circle's 4-C's of Interior Design" presentation at The 135<sup>th</sup> New England Spring Flower Show (concept, development, and delivery).
- ☐ Styling for photo shoots for advertising and web.
- ☐ Planning, selection, and coordination for off-site displays including Ekornes Mall installations and a vignette at Wolfer's Lighting in Waltham.

### Design Consultant - Cambridge, Massachusetts 9/96—4/99

Responsible for sales and customer satisfaction through superior product knowledge and design acumen.

- ☐ Consistently one of the top sellers in the Cambridge store.
- ☐ Performed in-home design consultations leading to high dollar sales and additional customer referrals.
- ☐ Proven capabilities, ambition, design skill, and company growth led to promotion to newly created position as Merchandise Manager.



November 1994—September 1996

### Store Manager - Boston, Massachusetts

Responsible for sales, customer service, staffing, merchandising/floor layout, inventory, and managing store expenses. Consistently wrote over 70% of store sales in addition to overseeing day to day operations. Reporting to Boston/Cambridge sales manager, I also contributed to the development and implementation of marketing plans for the Boston area stores including advertising, promotional events, and direct mail to new and existing customers.

- ☐ Increased overall sales volume by 30%.
- ☐ Renewed interest in a location which had slipped in visibility in the area.

## Education



Glen Ellyn, Illinois 9/89-6/91

Courses of study leading to Associates Degree: English, mathematics, business French, computer science, speech.



**Wheaton Warrenville High School**

Wheaton, Illinois 9/84-6/89

Courses of study leading to graduation including a foreign exchange study in France.

## Related Experience & Education



Used daily for recording merchandise transfers, monitoring sales, margins, current inventory levels and incoming merchandise status.

### Train the Trainer

Workshop on how best to utilize your assets to bring out the assets of those you are training. Beneficial in identifying how people learn and how best to impart information to them.

### Lackawanna Leather

Seminar on tanning techniques and how they translate to the best product for the customer.



Training course geared toward selling, very beneficial in helping me decide which styles, finishes, and leathers would make the best floor models for this line expansion for Circle.



Attended Spring and Fall markets (1997-2005) participated in vendor meetings and style selections.

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