Operations Management

Attention to Detail

Budgeting/Risk Assessment

Team Leadership

Project Execution

Accountability

Improving Efficiency

Prioritizing Urgency

Resource Management

Enthusiastic and goal-oriented business manager 7+ years of management experience, and 16+ years of sales experience, skilled in emphasizing the urgency of priorities to achieve and exceed goals. Seeking to grow customer loyalty and increase shareholder value with proven leadership, coaching, and management skills.

**Operations Manager**

Raymour & Flanigan/2017-2018 – Fairfield, NJ

Managed Furniture Warehouse for 2 connected storefronts

* Managed 8 warehouse associates and 3 delivery associates (drive team)
* Managed the movement of close to $80,000 of product daily
* Spearheaded fall off for delivery decrease from 12% to 1.7%.
* Improved inventory numbers, which decreased 15% after not being done 5 months previous to my hire.
* Ordered and stocked all necessary supplies for all employees in the building
* Directly contributed to meeting or exceeding 18 out of 30 weeks of sales goals, and comping sales goals in the months of November, and December 2017
* Created spreadsheets to better predict piece count, which led to higher sales
* Managed associates to help maintain a safety streak of over 500 days
* Managed my team to maintain a safe, clean and efficient work environment inside the warehouse as well as the outside landscape regardless of the weather

**Community Consultant**

Avalon Bay Communities/2015-2016 – Bloomfield, NJ

Lease-up mixed use property of 136 apartments, stabilized in 8 months

* 3-time monthly leasing leader
* Spearheaded the Social Media Marketing for my site (Facebook, Craigslist)
* Executed exceptional customer service skills to attract and retain residents.
* Acting Sales and Service Supervisor for 5 months
* Participated in LRO calls to proactively adjust pricing
* Utilized my problem-solving skills to fix the key fob issue attributed to the new schelage lock system
* Fostered relationships with community leaders due to our new construction
* Named community expert
* Introduced new residents to local businesses
* Walked the building daily to report anything to our maintenance team in regards to safety hazards

Liberal Arts

Essex County College

2021

PIERRE PEAN

917.972.3781

PROFESSIONAL PROFILE

EXPERIENCE

Papean1@gmail.com

West Orange, NJ

SKILLS

EDUCATION

**Mobile Sales**

Best Buy/2014-2015

Mobile phone sales for AT&T, Verizon, and Sprint

* Spearheaded a large focus on Installment billing
* Provided a complete solution to customers during their time in the store
* Trained new associates to meet and exceed sales goals.
* Implemented best practices and distributed a tailored customer recommendation sheet to help the team achieve over $1million dollars in sales in the months of November 2014, and December 2014.
* Achieved #1 sales in Mid-Atlantic Region for Q4 2014

**Assistant Manager**

AT&T/2013-2014

Mobile phones sales, with the responsibility of meeting and exceeding sales of postpaid and prepaid service

* Responsible for closing duties and preparation of cash deposits
* Wrote proposal to help implement Installment billing
* Coached others to meet and exceed expectations
* Motivated associates in a commission-based sales environment

**Specialty Sales Manager (Flooring/Blinds/Millworks)**

Home Depot/2005-2006, 2007-2010

Managed two departments and directly supervised 10 associates

* #1 in sales for Q4 in the mid-south region in 2008
* Manager of the month in 12/08, and 01/09
* Beat sales plan by 200% in both departments 60 days after taking the position
* Successfully completed the shrink plan every week

LEASING LEADER

Avalon Bay

8/2015,12/2015,3/2016

SALES LEADER

AT&T

11/2013

MANAGER OF THE MONTH

Home Depot

12/2008, 01/2009

ACCEL TUTORING

Montclair Public Schools

Tutor

South Robeson Rescue Squad

EMT

PIERRE PEAN

Microsoft Office Suite

LRO

GERS

Social Media Marketing

Kronos

Sales Force

ADP

Mobile Interfaces

EXTRA

917.972.3781

EXPERIENCE continued

Papean1@mail.com

West Orange, NJ

TECHNICAL SKILLS