

ROXANNE SULLIVAN

OBJECTIVE

To become an educational part of a company that promotes, encourages, and challenges the employees to dream big, right along with the CEO's.

SUMMARY OF QUALIFICATIONS

My experience in retail has been exciting, and sometimes challenging, but always rewarding. My strengths are driving sales at a local/district level, while maintaining a balance in education of staff, and constant feedback on their personal, as well as overall store results. (i.e., Average unit sale, items per transactions)

EXPERIENCE

Luxottica/Sunglass Hut 2012-current
Regional Trainer

My main purpose as an RT is to:

- Double Digit comps, Double Digit Plan, and Double Digit Conversion (1% lift) for not only our own training store, but our region, and zone as well.
- My secondary purpose is to coach regionally, helping managers in developing the Experience model in their store. To teach how the Experience model works to develop key metrics, so we can think like a mastermind, and not as individual competitors. We want to be consistent as a Region/Zone in our branding, and one goal. . . Double Digit Plan, Double Digit Comps, and Double Digit Conversion (1% lift)
- Partner with RM in facilitation of new Luxottica material.

Ulta Cosmetics, Kansas City, Missouri 2009-2011
General Manager/Area Trainer

- Managed a store with up to 30+ employees, and ran a double digit increase to comp every year. As volume increased, we also expanded our employee base.
- Human Resources, Payroll, Report writing, and being able to communicate standard protocol at every level of employee development.
- Trained all new line developments to employees, and gave constant feedback to their individual needs and developments.

Sephora Inside JCPenney, Liberty, Missouri 2007-2009
General Manager for concept store prototype

- Set record sales for first year, and tripled sales for comp in the following year.
- Set a new trend in ordering levels; help to develop a four week cosmetic turnaround for all products based on selling trend. As a result, we increased our sales by inventory needs and demands of the consumer.
- Human resources, payroll, feedback of metric results.

Dillard's, Overland Park, Kansas
Cosmetic Regional Manager,

1995-2007

- Drove retail from 92-97 million Dollars, through promotion of outside events.
- Territory was a four state region. Kansas, Nebraska, Missouri, and Iowa. This also included 21 stores, with over 500+ employees.
- Held managers accountable on how their teams were growing and developing, and gave them feedback on the positive and opportunities present.

Prior to these retail jobs, I was a social worker for the State of California. Counties included Orange, Los Angeles, Riverside and San Diego.

EDUCATION

- San Diego State University, San Diego, California 1994
- *Bachelor of Science, Criminal Justice; Minor in Forensic Science*
- Bellflower High School, Bellflower, California 1989