

Terri Drugmand

▪ EMAIL: terricrv43@yahoo.com ▪ CELL: (304) 207-8639

▪ ADDRESS: Summerville, SC ▪ LINKEDIN: <https://www.linkedin.com/in/terri-drugmand-b596419b>

SUMMARY

- Thirty-five years of progressive experience in merchandising and retail management.
 - Effective utilization of space and display options to maximize sales.
 - Proven team leader able to motivate staff and achieve positive results.
 - Successfully projects store philosophy and objectives relating to style, value and customer service.
 - Aggressive and enthusiastic store manager able to integrate fashion sense with effective presentation and merchandising plans.
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WORK EXPERIENCE

Belk – 7.3M Volume

Summerville, SC

Store Manager

April 2022 - Present

- Increased in-store sales \$316K (5.5%) over last year.
- Meet and exceed store sales and profit plans through training, coaching, and managing sales staff of 35 associates, 2 managers and 4 department leads.
- Utilize space constraints for placement of merchandise consistent with visual and merchandising standards.
- Provide training and communication of meeting and exceeding service excellence goals to sales staff.
- Ensure proper execution of all existing systems and procedures and ownership of new system implementations and processes.
- Responsible for adhering to annual expense budgets for store to achieve profit goals.
- Monitoring store payroll and non-payroll expenses to achieve annual expense percentage goals.
- Responsible for leading workload planning process.

Belk – 9.7M Volume

Harrisonburg, VA

Store Manager

2013 - 2022

- Drive sales and profit plans through training, coaching and managing sales staff of over 60 associates, 6 managers and 5 department leads.
- Provide effective coaching of managers and associates to improve overall performance and integrity of store.
- Responsible for timely floor set ups for all promotional and seasonal activity.
- Communicates information to Regional Manager or division office regarding merchandise issues and needs.
- Provides training and communication of meeting customer-firsts goals to sales staff.
- Ensures shrinkage control and loss prevention in store through the continual management of associates.
- Communicates and manages associates on price integrity and markdowns.
- Oversees all operations aspects of store.
- Responsible for adhering to annual expense budgets for store to achieve profit goals.
- Responsible to monitoring payroll and non-payroll expenses to achieve annual expense goals.
- Conducts performance appraisals of all subordinate managers and staff which set goals and identify areas for improvement.
- Recruits, interviews, selects and maintains quality associates to ensure positions are filled and retained.

Belk – 6.2M Volume

Beckley, WV

Store Manager

2009 - 2013

- Increased business in store by \$1M.
- Drove results by creating high morale and execution of store merchandising standards through the coaching and training of associates.
- Executed back storeroom organization.

Belk – 25.0M Volume

Greensboro, NC

Merchandising Coordinator

2003 - 2009

- Responsible for 15M volume of a 25M store.
- Manages ladies, accessories, cosmetics and fine jewelry departments.
- Set departmental priorities and exceeded sales goals through effective product placement and utilization of proven merchandising techniques.

Kmart Corporation

Southern Pines, NC

Assistant Store Manager

1994 - 2003

- Grand-opening manager of softlines department.
- Responsible of entire operation of store when MOD at night.
- Led training of 40 newly-hired associates from floor layouts to customer service.

- Responsible for scheduling associates and managers.
- Maintained stockroom organization.

Kmart Corporation

Assistant Store Manager

- Largest gross sales for fashion departments within corporation
- Largest total volume store - 40M volume

Sayville, NY

1993 - 1994

EDUCATION

Penn State University

1984 - 1988