

Strategic thinker with over 20 years of experience leading retail / store operations: Action-oriented leadership, with a relentless focus on a customer experience, and the capability to energize large teams creating a high-performing, resilient and innovative culture.

Qualifications Summary

- ◆ Visionary professional with the ability to translate strategies into actionable plans; highly skilled in executing successful delivery within fast-paced, high-performing environments.
- ◆ Collaborator with high emotional intelligence to drive engagement and build trust across the organization.
- ◆ Exceptional communicator and change agent with a sharp power of observation: able to simplify complex issues and make them clear for a broader audience.
- ◆ Ambitious, high-energy initiative-taker with a proven ability to develop, prioritize, manage, and support the implementation of company programs, procedures, methods, and practices to promote key messages.
- ◆ Engaging individual with a dynamic growth mindset, strong management and people skills, personal values, integrity, and technical knowledge; dedicated to ensuring an organization promotes a successful attitude, confidence in leadership, and teamwork with a focus on achieving strong business results.
- ◆ Highly effective strategist with creativity and accountability to deliver optimal outcomes for an organization.

Career Experience

Rack Attack

SR. Advisor- Consultant | August 2024 to December 2024

Providing Strategic Guidance and advice to C suite using years of experience aligned with needs of business to drive continual improvement and growth for North Americas premier retailer of vehicle rack solutions.

Selected Contributions:

- ◆ Identified and implemented focused areas for improvement through efficiency and tactical road map to success. Collaborating with cross functional business units, including Marketing, Purchasing, HR and Ecommerce.
- ◆ Lead Store Operations organizational restructure defining AOR and position responsibilities while mentoring senior operations team members through transition and go forward.
- ◆ Implemented critical processes, instituted a new department of Training & Development that will align needs of business and success through problem solving and targeted improvement.

G Bolton Enterprises LLC

Owner -Consultant | July 2023

Independent advisory position consulting a broad range of demographics across aftermarket retail landscape.

Selected Contributions:

- ◆ Providing in depth analysis and guidance using expertise and knowledge in developing successful multi store omni channel business model,

4 Wheel Parts (A Division of Wheel Pros)

Vice President of Retail Operations | December 2022 to May 2023

Established solid foundation for success by integrating company's new ownership group, *Wheel Pros*. Demonstrated strong leadership and foresight while overseeing 105 retail locations, engaging with Retail eCommerce and B2B business partners.

Selected Contributions:

- ◆ Generated energy and stability by partnering with cross functional business units, including Marketing, Manufacturing, SIOP, Environmental Health and Safety, and Category Management.
- ◆ Exercised detailed analysis and judgment to successfully manage budget and forecasting.
- ◆ Increased team effectiveness by planning and implementing a comprehensive commission strategy.
- ◆ Developed senior leaders in key store operations functions: Sales, Service Operations and Store Development.
- ◆ Defined direction that catalyzed coordination by overseeing divestiture of thirty-four retail locations in alignment with new ownership's strategic plan.

4 Wheel Parts (A Division of Polaris)

Director, Store Operations and Development | January 2019 to December 2022

Increased retail store profitability and executed retail footprint expansion. Streamlined processes, implemented standard operating procedures, and improved consistency by developing and instituting robust employee training and development programs.

Selected Contributions:

- ◆ Accountable to \$480M of revenue, including budget creation and demand forecasting.
- ◆ Demonstrated leadership for a team of 1,000 sales and service personnel.
- ◆ Created environment for sustained success by partnering closely with Marketing, Manufacturing, SIOP, Environmental Health and Safety, and Category Management: Increasing store profitability by 15%, reducing safety incidents by 80%.
- ◆ Ensured quality execution while overseeing new retail store Environment, Health, and Safety process and accountability.
- ◆ Instituted advanced business case modeling for store expansion, reducing new-store profitability ramp by 9 months.

4 Wheel Parts

Director of New Store Development | August 2010 to December 2018

Created the industry's largest brick & mortar store footprint by facilitating design and set-up of new store locations throughout North America. Demonstrated leadership and communication skills while overseeing development of over eighty greenfield and acquired stores.

Selected Contributions:

- ◆ Added \$300M in revenue by developing and implementing comprehensive local marketing plans.
- ◆ Maximized productivity and provided vital structure by developing, planning, and instituting training programs to maximize impact of sales, events, and grand openings.
- ◆ Developed productive and winning teams: recruiting, hiring, training, and developing management sales and installation department employees.
- ◆ Harmonized operations by reinforcing company's vision, initiatives, and goals.
- ◆ Initiated and owned merchandising resets for over sixty stores.

4 Wheel Parts

Zone Manager | August 2002 to August 2010

Provided insightful vision and guidance while overseeing operations and orchestrating successful companywide programs. Employed refined relationship-building skills and collaborative mindset to successfully oversee four Regional Service Managers and five Regional Sales Managers across twenty-six retail stores. Maintained inventory operations; analyzed product selection, stocking levels, turns, and loss prevention.

Selected Contributions:

- ◆ Contributed to corporate financial success by driving \$130M in annual sales.
- ◆ Delivered key contributions toward success by facilitating a 2% increase in annual net profit.
- ◆ Enhanced productivity by developing and implementing all policies and procedures.

- ◆ Exercised sound judgment and discretion while implementing annual pro-forma budget plans.
- ◆ Demonstrated innovation and capacity to excel by designing and administering comprehensive employee training and development programs.

*Additional Experience as **Regional Manager**, 4 Wheel Parts; **Automotive Manager**, 4 Wheel Parts; **Automotive Manager**, John's 4x4; **Automotive Salesperson**, John's 4x4.*

Professional Proficiencies

Sales Leadership | Problem Solving | Annual Planning | Retail Operations | Retail Marketing | Strategic Thinking | People Development | Customer Experience | Team Building | Store Management | Customer Service Management | Customer Service | New Store Development | Business Development | Leadership | Strategy | Negotiation | Microsoft Office Suite | Coaching | Marketing Management | Operations Management | Retail | Communication | New Store Openings | Employee Training | New Business Development | Process Improvement | Revenue and Profit Growth | Project Management | Strategic Planning | Budgeting | Business Analysis | Automotive | Parts | Sales | Disciplined | Team Management | Motivator