

# Larry Johnson

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A General Manager with seven years of operations management experience within the retail industry, specializing in staff development, sales forecasting, and organizational leadership. A proven track record of building and managing diverse high-performance teams. Adept at identifying process improvement opportunities to enhance operational efficiency.

## Key Skills

- Operations Management
- Staff Development
- Workflow Coordination
- Process Improvement
- Cross-Functional Leadership

## Professional Experience

### General Manager

*BestBuy, Cincinnati, OH | July 2017 – Present*

- Manage all aspects of store operations for an electronics retail business, oversee P&L valued at \$30M, conduct inventory forecasting, and lead initiatives to improve customer service, resulting in a 30% increase in online survey scores
- Build, recruit, and lead a team of 50+ personnel, including department managers, cashiers, custodians, sales representatives, and technical support specialists
- Establish a work culture of accountability to drive operational excellence and lead initiatives to improve staffing coverage and increase team morale
- Oversaw monthly inventory of electronics products valued at \$5M and conduct forecasting to optimize stock levels based on sales projections

### General Manager

*Kohl's, Cincinnati, OH | May 2014 – July 2017*

- Oversaw operations for a retail store with \$10M in P&L, coordinated staffing, managed inventory levels, and ensured compliance with customer service best practices
- Managed a team of 40 retail staff, led all aspects of the hiring process, and developed incentives to improve sales for Kohl's credit cards by 25%

## Education

### Bachelor of Science (B.S.) Business Administration

University Of Cincinnati, Cincinnati, OH, September 2010 - May 2014