

# James Sexton

A results-driven and adaptable retail manager with a successful record of accomplishments in sales, operations, customer service, and process improvement/implementation. Strength in human resources including hiring, coaching, training, and performance assessments. Strong background in financials, budgeting, P&L statements, expense control, loss prevention, inventory acquisition and control. Proven leader that maximizes employee performance, expense control, and consistently delivers profitable sales year after year.

---

## Skills

- Excellent verbal and written communications
  - Proficient in Word, Excel, Power Point, Outlook
  - Proactive problem solver
  - Ability to multi-task responsibilities
  - Leadership
- 

## Experience

MAY 2018 – CURRENT

### **Store Manager / Follett Higher Ed Group**

Oversee the daily operations of the 1.2M Governors State University Bookstore, University Park, IL. Supervise 9 team members, and act as main contact between bookstore and campus.

- Improved shrink by 75% in first year, cleaned-up paperwork issues (A/R, A/P), and reset sales floor and backroom for efficiencies which showed an immediate ROI.
- Oversee staffing, inventory control and ordering, merchandising, budgeting, expense control, customer service, and much improved campus relationships.

JUNE 2016 – MAY 2018

### **Regional Manager / Follett Higher Ed Group**

Oversaw retail stores with 55M in sales from 29 locations in the Chicagoland area. Direct supervisor of 28 store managers, 1 café manager, and 1 store with a full-service copy center. Performed hiring, training, budgeting, inventory control, loss prevention, store remodels, merchandising, financial statement review, and responsible for the financial performance of region. Implemented new company processes and tested new programs as directed by company. Extensive involvement in contract renewals across campuses.

- Reduced shrink in region by 70%, and increased profits by 1.55% in first two years as RM.
- Served as company liaison, and established relationships with each college and university campus contact and campus administrator.
- Lead 2 of the 3 largest stores in region through a fall back to school periods without store managers in place. The successful rushes directly led to contract renewals at both campuses.

- Presented new programs and implemented processes for multiple campuses during tenure.
- Led 4 of 5 stores identified as portfolio at the end of FY17 to profitable financial results in FY18
- Led the Loyola store team to a successful sales run through the NCAA basketball season with the final 4 sales in March/April 2018, in-store and online, facilitating pop-up locations in addition to three store locations, adding an additional 1.5M in gross sales to end the FY in 1 week period.

JULY 2000 – JUNE 2016

## **Store Director / Follett Higher Ed Group**

Oversaw the daily operation of the 12M College of DuPage Bookstore, Glen Ellyn, IL. During tenure, won 2 overall financial performance awards (approx. 800 stores) and identified as a “flag-ship” store for the company. Supervisor of a team that included 4 department managers, 3 full-time leads, and 25 part-time team members. Oversaw two store remodels and initially trained all team members in company processes and procedures, as the sole employee with company experience at take-over in July 2000.

- Identified as mentor for new store managers to assist with training and development. Assisted with new store transitions including inventories, and initial store set-ups.
- Direct involvement in the development and design of the new Follett textbook system. Assisted Regional Manager with roll-out of system to regional stores, on site to oversee transitions.
- Alpha tested multiple new programs for Follett, includes: cashless buyback, new A/R system, new POS system, and assisted with rollout to stores as main training contact for managers.
- Store was regular host for corporate meetings/trainings, utilized exclusively as a host store for new corporate employees, MIT's, to share in-store experience, and train as a part of program.

---

## **Education**

### **Bachelor of Arts, Business Administration Dominican University, River Forest, IL**

- Economics (minor)

---

## **References**

Available upon Request