

# KAREN MUELLER

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## SUMMARY

Store Manager equipped with 10 plus years extensive big box retail management experience. Employs leadership skills and multi-tasking strengths. Store Manager of big box retail budgets between 64 and 100 million dollars. Experienced leader adept at problem solving, customer service, hiring and training hardworking quality staff of up 300. Hard working Mentor for peers and up and coming Leaders of the future.

## ACCOMPLISHMENTS

Managed stores in big box retail at Home Depot, Target, and Sam's Club. Successfully opened and staffed four new store locations. Developed and implemented new loss prevention methods which resulted in a 4% reduction in shrinkage rates. Secured up to \$2,000 bonuses for the entire staff. Mentors and develops new Leaders with weekly meetings utilizing leadership books, merchandising walks, financial classes, and community involvement. Developed women in leadership training that was adopted by the entire company. Embraces diversity events to help with awareness and inclusion.

## EXPERIENCE

**10/2006 to  
08/2013**

**Club Manager/Assistant Manager  
Sams Club** - Chicago, IL

Analyzed marketing information and translated it into strategic plans. Trained all new managers on store procedures and policies. Completed weekly schedules according to payroll policies. Determined staff promotions and demotions, and terminated employees when necessary. Set merchandising standards for the entire district during seasonal changes. Developed Women in Leadership classes, as well as Diversity events. Encouraged community involvement with food shelves, nursing homes, adopt a highway, Loaves and Fishes, Susan B. Koman Walks, Pride Fest, and many more.

**10/2005 to  
09/2006**

**Store Manager  
Restoration Hardware** - Skokie , IL

Trained staff to deliver outstanding customer service. Trained all new managers on store procedures and policies. Directed and supervised employees engaged in design with high ticket items, and product knowledge. Managed special order, delivery and install side of business.

**09/2004 to  
09/2005**

**GTL (Co Manager)  
Target** - Chicago, IL

Opened a new store location. Recruited, trained and hired new staff of over 200 associates. Managed to come in under opening budget by \$50,000. Promoted 4 supervisors to assistant manager within the year.

**11/1997 to  
08/2004**

**Store Manager  
The Home Depot** - Madison , IL

Instrumental in hiring and supervising three hundred employees while opening two new stores in the Chicago land area. Recipient of Operations and Safety awards while decreasing shrink results by 3 percent. Focused merchandising efforts on High margin add on sales that resulted in a 20 % increase in sales and adopted by entire district. Developed a team of leaders with the focus on community service and development of others through mentor programs.