

KENNETH T. SWANSON



BUSINESS PROFESSIONAL

Highly self-motivated and goal-driven professional with more than 30 years of experience. Detail-oriented, analytical and methodical with insightful critical thinking to assess and solve issues with practical solutions within limited resources even under stressful work conditions. Highly organized and resourceful with multitasking management skills that drive people and harness resources to achieve outstanding results. Strong leadership, people management, and interpersonal communication skills that inspire confidence, and forge effective teamwork synergies with colleagues across diverse ethnicities.

Core Knowledge & Competencies

Retail Sales Management · Retail Sales & Financial Forecasting and Reporting · People Management
Store Operations & Staff Administration · Service Quality Management · Customer Account Management
Task Scheduling · Cash & Budget Management · Statistical Quality and Productivity Improvement
Merchandise Inventory Management · Staff Supervision, Motivation & Development

Application: MS Office (Word, Excel, Outlook), MS Publishers, Norton Ghost, Symantec Antivirus, Quicken
Data Entry Systems: Walgreens Pharmacy 2000, Walgreens Advanced Satellite Link System

PROFESSIONAL EXPERIENCE

Business Representative, Local 881 UFCW, Des Plaines, IL 2014 - Present
Responsible for Representing and defending Union workers within different industries while helping improve the lives of our members.

- Monitor and enforce the provisions of the collective bargaining agreement (labor contract) to ensure the company is not violating the terms of the agreement and file grievances as needed.
- Address concerns such as unsafe working conditions, equality, pay issues, and more.

Store Manager, CVS Caremark, Chicago & Lincolnwood, IL 2009 - 2014
Responsible for managing strategic and daily store operations, supervising store personnel and ensuring sales targets are met. Approved staff hiring and training as well as executing programs in the business plan.

- Oversaw the opening of a new store in Lincolnwood, IL. Led several professionals in providing payroll, accounting, sales, HR administration, inventory management and product protection.
- Reduced inventory losses 2 years in a row by 1% each year. Exceeded sales budgets by 8% YTD.

General Manager, Payless ShoeSource · Skokie, IL 2003 - 2009
Responsible for overseeing all aspects of store operations and achieving projected sales goals. Managed a staff consisting of junior managers and sales associates. Set daily and weekly goals for staff to follow. Periodically assumed GM responsibility in other stores upon senior management request to control inventory losses, recover losses, and train new sales associates.

- Consistently exceeded sales goals on a monthly and yearly basis.
- Recruited new sales associates within local districts by networking with neighboring schools and hosting job fairs at retail stores. Conducted focused training sessions to promote the company's customer service vision.
- Exceeded standards of merchandising implementation and maintenance set forth by corporate directives.

General Manager, Payless ShoeSource · Lincolnwood, IL 1996 - 2003
Responsible for managing daily store operations and achieving sales goals and staff supervision in a Mall environment. Interviewed and recruited store employees and conducted training to manage expectations and ensure high performance in accordance with corporate standards and objectives.

- Evaluated performance and set future goals based on past trending.
- Consistently met guidelines in inventory loss prevention and safety standards.
- Created and developed customer service programs for stores within the district.

Walgreens Drug Stores, Chicago, IL 1989 - 1996
Executive Assistant Manager (1994 – 1996)
Merchandiser (1993 – 1994)
Department Manager (1989 – 1993)

PROFESSIONAL DEVELOPMENT

Wright College, Chicago, IL

MS (Excel, PowerPoint, Word, Access), Advance Email systems,
HTML Basics, Computer Hardware, Network Cabling
Certification from PC Center Training, Schaumburg, IL
CompTIA A+ · CompTIA Network