

EMILY FLINT

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LEADERSHIP * COACHING * STRATEGIC PLANNING * BUSINESS ANALYSIS *
SALES * MERCHANDISING * OPERATIONS * RECRUITING/HIRING * DEVELOPMENT

Restoration Hardware|RH **FIELD LEADER (DISTRICT MANAGER)** **PACIFIC NORTHWEST/CANADA** **2016-2018**

- Responsible for training and developing high-level teams, analyzing business performance, controlling expenses, and communicating and executing corporate strategies for Pacific Northwest Region.
- Support the development of store leadership, ensuring utilization of elevated levels of sales and business strategy to enhance the customer experience and maximize sales as well as to achieve operational excellence.
- Demonstrate an in-depth knowledge of merchandise, ensuring selling staff is fluent in all aspects of product knowledge.
- Recruit, train and develop teams at all levels, ensure positions are filled in a timely manner with qualified talent based on store profiles/market.
- Implement, champion and follow up with all company initiatives within the galleries.
- Build and maintain strong communication and positive working relationships with all cross functional corporate partners.
- Continually evaluate the performance of each leader and provide constant feedback through weekly and monthly touch bases.

GALLERY LEADER (GM) **PORTLAND GALLERY/SEATTLE GALLERY** **2015-2016**

- Lead the gallery team in all aspects of the business including selling, interior design, merchandising, business analysis, human resources, loss prevention, etc.
- Attract and hire talent at all levels of the business. Coach and mentor in the moment to develop teams and drive sales. Continuously drive results through team engagement, empowerment and accountability.
- Achieved 19% annual increase to LY during first year by recruiting, hiring and training new design and sales team.
- Created and led the Recruiting Task Force for the West Coast by holding monthly conference calls and successfully filled open positions for multiple stores throughout the region.
- Chosen to participate in new gallery openings including Chicago and Denver.

Macy's, Inc. **VICE PRESIDENT STORE MANAGER** **DOWNTOWN PORTLAND** **2009-2015**

- Achieved storewide growth increasing annual volume 25% by developing & executing strategies, determining business-driving opportunities, creating strong presentations, and strategic talent placement

- Effectively coached and developed executive team to deliver high customer and associate engagement
- Celebrated and recognized selling successes and coached store team to continually improve selling performance
- Continuous promotion of executives and associates within store to next level positions. Maintained high customer readiness standards.
- Communicated merchandise needs to district planning team in support of store initiatives and customer requests. Ensured consistent execution of merchandise presentation, sales and event set-up, sizing, pricing and signing standards.
- Top store in Region in Macy's Partners in Time program promoting volunteer hours in the community.
- Interviewed, hired and trained college interns and trainees as part of the Executive Development Program. Help place and promote executive trainees to first assignment.

DISTRICT MERCHANT/REGIONAL MERCHANDISE MANAGER

SAN FRANCISCO BAY AREA

2007-2009

- Accountable for training and developing department managers and associates to maximize business opportunities and drive improvement in merchandising, selling and service using hands-on training and product knowledge.
- Analyzed businesses weekly to drive sales. Identified store-specific merchandise assortment opportunities and partnered with the District Planner to make changes. Evaluated space productivity and recommended changes in space allocation.
- Directed floor moves, merchandise placement and sale set-up. Ensured that all procedures, policies and shortage awareness programs were thoroughly understood and implemented by sales managers.
- Acquired an in-depth knowledge of the competitive environment in region. Organized special events in stores to create plus volume opportunities. Solicited feedback from customers on their shopping experience, celebrated customer service successes.
- Facilitated management-training classes including Associate to Manager, Train the Trainer and Performance Through People.
- Responsible for 10 stores with \$166.0 million in volume including 2 Flagship locations.

EARLY CAREER

2002-2007: Macy's Inc., Merchandise Team Manager

2001-2002: Macy's Inc., Sales Manager

EDUCATION

Bachelor of Business Administration, Marketing

Mesa State College (Colorado Mesa University), Grand Junction, CO

Full Athletic/Academic Scholarship

AFFILIATIONS/COMMUNITY SERVICE

Board Member, Portland Business Alliance, 2012-2015

Chair, Downtown Retail Council, 2012-2014

Member, Downtown Retail Council, 2009-Present

Clean and Safe/Downtown Retail Council Retailer Appreciation Award, 2012

Organized employee involvement supporting Go Red for Women, Make-A-Wish and United Way

Macy's Corporate Representative/Public Speaker for Community Events

REFERENCES AVAILABLE UPON REQUEST