

MANNY LANGELLA

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| OPERATIONS | HUMAN RESOURCES | SALES | RECRUITMENT |

Successful business development leader with over a decade's proven success in operations management, sales management and human resources management. Has managed stores with annual revenues ranging from \$45,000,000 to \$70,000,000 and developed and implemented business strategies to accelerate sales and increase profit margins.

Strategic marketing analyst building high-performing teams to enhance customer experience and drive brand loyalty. Operational strategist optimizing business processes and procedures through training and evaluation of implementation success. Experienced with the implementation of business turnaround strategies.

Possesses strong interpersonal skills and is able to get along with diverse personalities. Aided with development of store and district teams, trained new managers, and educated stores on new company initiatives and facilitated multiple district meetings.

Created competitive environment in multiple stores, which lead to the award of several district and regional banners for growth, sales, and operational excellence. Aided in rollout of several company initiatives designed to award employees and enhance workplace experience.

Enjoys developing and leading productive teams that can be sustainable. Senior "values based" leader driven to set goals and seek in depth of understanding of those goals once achieved. Thrives under pressure in challenging, dynamic environments regardless of industry trends. Leads with perseverance and passion for long term goals and maintains determination and motivation in instances of adversity.

OBJECTIVE

Currently seeking a challenging senior management role, which will fully utilize the accumulated experience and knowledge while providing opportunities for further personal growth and professional development. To lead, challenge, and be challenged.

AREAS OF STRENGTH

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|----------------------------|-------------------------------|--------------------------------------------|
| ▪ Sales Enablement | ▪ Human Resources | ▪ Strategic Planning & Forecasting |
| ▪ Profit & Loss | ▪ Problem Resolution | ▪ Workforce Planning |
| ▪ Budget Analysis | ▪ Situational Leadership | ▪ Facilities Management |
| ▪ Process Improvement | ▪ Talent Acquisition | ▪ Direct / Indirect Procurement |
| ▪ Customer Experience | ▪ Staff Training & Leadership | ▪ Supply Chain Analysis |
| ▪ Customer Engagement | ▪ Product Knowledge | ▪ Warehousing |
| ▪ Business Development | ▪ Expense Management | ▪ Transportation - LTL |
| ▪ Brand Strategies | ▪ Channel Partnerships | ▪ ERP - Kronos / Oracle / OMS / Staffworks |
| ▪ Strategic Marketing | ▪ Coaching | ▪ SAP - CRM - SCM / RSS |
| ▪ Product Marketing | ▪ Cash Reconciliation | ▪ Kenexa |
| ▪ Sales | ▪ Relationship Building | ▪ Sage 50 |
| ▪ Presentations | ▪ Payroll | ▪ Minitab |
| ▪ Inventory Management | ▪ Negotiating | ▪ AutoCAD |
| ▪ Merchandising | ▪ Multi-Channel | ▪ Mobile / Home Installation |
| ▪ Loss Prevention / Shrink | | |
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PROFESSIONAL EXPERIENCE**MICHAEL PAGE**, New York, NY

2014 to Present

Consultant – Engineering & Manufacturing + Procurement & Supply Chain

Stamford, CT, 2014-Present

Michael Page is one of the world's leading professional recruitment consultancies, specializing in the placement of candidates in permanent, contract, temporary and interim positions with clients around the world.

Responsible for all levels of full life cycle recruitment for Engineering & Manufacturing + Procurement & Supply Chain searches in the Tri-State Area.

- Establish and maintain contractual relationships with recruiting websites to ensure effective levels of service.
- Communicate sensitive and confidential information effectively with both hiring managers and candidates throughout the interview process to make certain all parties involved may make informed employment decisions.
- Conduct a comprehensive interview of each candidate, examining their portfolios/books if applicable, their prior work experience, and their defined skill sets.
- Partner with client hiring managers to assess recruitment needs, identify key recruitment issues, and recommend strategies to maintain competitive position in the market.
- Negotiate candidate offers including full compensation packages.
- Responsible for national and localized business development inclusive of cold calls, networking and referrals.
- Establish strong relationships with industry professionals and academic associations to keep abreast of market trends and demands.
- Conduct advance searches to source qualified candidates; use a variety of methods to contact.
- Interview and qualify candidates and for specific roles.
- Maintain a professional relationship with clients and candidates by frequently following up via meetings, emails, and phone calls.

- Ranked #67 out of 236 - Total revenue performance - Q1 FY '15

BEST BUY

2003 to 2014

Held every leadership role from store supervisor, sales manager, multi unit roles to district leadership roles covering and responsible for financial/customer/employee outcomes from NY to CT.

- Ranked 90% Employee Satisfaction Index (ESI)
- Ranked 90% Customer Satisfaction Index (CSI)

Home Business Manager, Yonkers, NY, 2013-2014

Managed 150 direct reports in a \$70mm annual revenue location.

- Implement the business group strategy, analyze business results to identify wins/opportunities and create plans to address gaps.
- Lead the execution of sales and service strategies with vendors and employees.
- Drove healthy, predictable Net Promoter scores by creating a culture around preventing escalations.
- Build leadership teams to support business group strategies and build bench for succession planning.
- Ensured alignment of supervisors and consultants to drive key messages and objectives.
- Develop relationships with sales supervisors to ensure execution and achievement of business group strategy.
- Assess and coach sales supervisors to validate behavioral expectations and evaluate strategy implementation success.
- Assess and evaluate supervisors through individual monthly reviews and quarterly performance appraisals.
- Lead the execution of sales and service strategies.

- Managed the customer experience, supporting business results and customer needs.

▪ Led Home Business Group to 80% jump in store ranking in one year in District 105 (15 stores).**Connectivity Sales Manager, Norwalk, CT, 2012-2013**

Managed 120 direct reports in a \$65mm annual revenue location.

- Participated in company-wide rollout of Connectivity Sales Group and was responsible and accountable for filtering corporate plans to field and ensuring execution of sales strategies.
- Leveraged expertise to create a store-wide culture to sell connections services as a natural part of the sales process.
- Developed relationships with sales consultants to build culture and confidence in recommending connections solutions through training and mentoring.
- Assessed and coached sales consultants to improve sales performance and customer experience.
- Created a culture with systematic experiential differences for top performers and bottom performers.
- Built complex, connected solutions to engage customers and supply expert product knowledge.
- Drove profitable growth and achieved connections performance goals.
- Partnered with vendors to understand brand strategy and service offerings, providing a single point of contact in the areas of merchandising, training and programming/offer changes.
- Ensured execution of all service partner strategies through training and communications.
- Accumulated and applied knowledge and expertise through continuous learning and self-development.

▪ Led Connectivity Business Group to 39% jump in store ranking in six months in District 105 (15 stores).**Customer Solutions Manager, Norwalk, CT, 2011-2012**

Managed 120 direct reports in a \$65mm annual revenue location.

- Responsible for the development and implementation of growth strategy based solutions directly impacting the store and indirectly impacting the broader organization.
- Engaged in daily teaching, coaching and communication to ensure knowledge transfer throughout the district. Supported, modeled and enhanced all selling and sales support behaviors to ensure a seamless customer experience.
- Accountable for profitable growth within the store as well as throughout the organization.
- Served as expert in strategic implications unique to individual store drive times, seasonality, strategic plans, and needs pertaining to services.
- Planned and managed merchandising and store set-up, including product inventory control and replenishment.
- Maintained store specific knowledge on resolved customer relations issues.
- Utilized necessary resources to support increased business results.

▪ Top Net Operating Profit (NOP) performance in District 72 (13 stores) for eight months running; 100%+**▪ Top 3 in District 72 (13 stores) in services performance six months running; 120%+****Operations Manager, Waterford, CT, 2010-2011**

Managed 120 direct reports in a \$55mm annual revenue location.

Liaison for District 72 for conference calls and created a rhythm in which the Operations Managers met quarterly and toured stores to gain insight around best practices to ensure holistic approach to improve district performance.

Financial Performance

- Analyzed store P&L with primary focus on storewide controllable expense metrics and reported to leadership to enable strategic planning.
- Analyzed and forecasted sales to maintain efficient labor schedule.

Customer Service

- Ensure customers are being processed efficiently and effectively.
- Analyzed customer returns and exchanges for insights into customer experience.
- Managed, checkout, returns, exchanges, trade-ins and recycling processes.
- Managed and implemented expansion of multi-channel business; store pick up and online sales.

Asset Protection

- Warehousing and transportation (DOT).
- Facilities management including direct/indirect procurement.
- Developed and implemented company safety plans.
- Develop and ensure shrink plan integrity and profitability within the store.

Human Resources

- Ensured adherence to company HR practices.
- State and Federal compliance with policies and procedures (EPA; DOL)
- Processing of all on boarding paperwork and orientation.
- Accountable for turnover.

- **Operations Manager of the Year – FY2011**
- **Ranked #1 Operations Manager ten out of twelve months in District 72 (13 stores)**

Customer Experience Manager, Waterford, CT, 2009-2010

Managed 120 direct reports in a \$55mm annual revenue location.

- Helped take store from negative comp performance to winning several district banners in a row; including several months of double digit comps.
- Created an environment for employees to share unique ideas and take responsibility for store results through ownership of customer experience, including development and execution of short- and long-term action plans and strategies to build loyalty and enable consistent sales and profit growth.
- Helped implement a new proprietary ERP system called OMS; Order Management System.
- Trained staff on company initiatives and developed culture around the customer's needs creating the solution.
- Monitored product sales, margins, solutions, and developed plans for improving and maintaining performance.
- Formulated plans to identify and address process and business gaps that impact the customer experience.
- Aided in rollouts of new initiatives and developed several think tanks; HARVEST Program.
- Planned and launched strategic events to support company sales objectives.

- **Ranked Top 3 in District 72 (13 stores) in Solutions; 24%+**
- **Implemented new Customer Satisfaction Index (CSI) program for call backs and achieved +CSI growth YOY.**

Home Essentials Supervisor, North Haven, CT, 2008-2009

Managed 100 direct reports in a \$45mm annual revenue location. Successful Grand Opening of facility.

- Owned talent management lifecycle, including on boarding, assessment, retention, career development, succession planning and recognition.
- Built a high-performance team, including employee selection, creating performance standards and providing coaching and feedback to ensure professional growth.
- Met with employees monthly to provide coaching, feedback and corrective action.
- Supported, modeled and enhanced all selling and sales support behaviors to ensure a seamless customer experience.
- Led brand initiatives to create an excellent associate and customer experience.
- Exceeded company productivity standards.

- **Ranked #1 Home Essentials Supervisor 18 months in a row in District 72 (13 stores)**
- **Highest Net Operating Profit (NOP) to budget in District 72 (13 stores); 159%**
- **Highest Net Operating Profit (NOP) growth YOY in District 72 (13 stores); 20%**

Business Ambassador, Waterford, CT, 2003-2008

Managed 100 direct reports in a \$45mm annual revenue location. Successful Grand Opening of facility.

- Market liaison between local business growth and location.
- Promoted BBFB initiative locally through social media and event planning.
- Analyzed, reviewed, and reported on effectiveness of campaigns in an effort to maximize results.

EDUCATION & TRAINING

UNIVERSITY OF CONNECTICUT, STORRS, CT

Bachelor of Arts, Political Science with Minor in Criminal Justice

HARVARD MANAGEMENTOR PROGRAM, HARVARD SCHOOL OF BUSINESS, BOSTON, MA

Negotiating
Delegating
Goal Setting
Persuading Others
Time Management
Presentation Skills
New Manager Transitions
Coaching
Ethics
Change Management
Diversity
Budgeting
Business Plan Development
Hiring
Retaining Employees
Managing Upwards
Finance Essentials
Performance Appraisals
Difficult Interactions

GALLUP STRENGTHS FINDER ASSESSMENT (TOP 5 TALENT THEMES)

Self-Assurance
Individualization
Strategic
Achiever
Competition