

# JORDAN THOMAS

INVENTORY ♦ FOOD SAFETY ♦ MERCHANDISING ♦ FLOOR SETS ♦ SERVICE



**OFFER 8 YEARS IN THE GROCERY/RETAIL INDUSTRY**—Delivered solid contributions while working with Crossmark in Harris Teeter, Safeway, and Kmart accounts, in addition to managing Grocery and Dairy functions with Wegmans Food Markets.

**HIGHLY EXPERIENCED IN FLOOR SETS, REMODELS, AND PLAN-O-GRAM IMPLEMENTATION**—Managed a team in servicing 37 stores in the Mid-Atlantic region, auditing departments to ensure compliance, and achieving merchandising standards.

**WORK WELL INDEPENDENTLY AND AS A KEY TEAM MEMBER**—Take direction and work with others well, demonstrating an untiring work ethic in all assignments. Highly trained in the hospitality and grocery industries.

## ♦ CORE SKILLS & TRAINING ♦

- Food Safety
- Asset Protection
- Safety Awareness
- Labor Management
- Performance Management
- Shrink Reporting
- Risk Management
- WISE System Reporting
- Coaching & Development
- Continuous Improvement
- Order Entry
- Allergen Awareness
- Power Jack Operation
- Incredible Customer Service
- Diversity Awareness & Value

## ♦ PROFESSIONAL EXPERIENCE ♦

Wegmans Food Markets, Baltimore, Maryland

**Dairy Team Member (2009-2010) ■ Dairy Manager (2010-2011) ■ Grocery Team Member (2011-present)**

Work in one of the highest volume stores (125,000 sq. ft.) in the 79-unit chain, supporting Dairy and/or Grocery Departments by implementing the processes needed to achieve service, ordering, shrink, safety, and cleanliness standards. Collaborate with the grocery manager to define goals and evaluate performance improvement opportunities. Hold accountability for placing orders to maintain optimal stock levels on the sales floor and in the back room. As Dairy Manager, scheduled and oversaw 4 full-time and 7 part-time team members to drive achievement of expense ratio goals. Coordinate biannual inventory counts. Merchandise products in compliance with corporate standards, local initiatives, and seasonal directives.

- **Managed the Dairy Department with \$12M in annual revenue, increasing sales from 9% to 17% of total store volume.**
- **Demonstrated strong forecasting and scheduling skills by achieving 97%+ on percent-to-plan for labor scheduling.**
- **Interacted with the food health and safety inspector to verify compliance with local, state, and federal regulations.**
- **Delivered excellent customer service, personally contacting all customers who placed special orders or requests.**
- **Created an organized, clean, and aesthetically pleasing department through exceptional attention to detail.**
- **Coached, trained, and evaluated the performance of team members to ensure continuous improvement.**

Crossmark, Columbia, Maryland

**Retail Representative (2003-2006) ■ Dairy Team Reset Lead (2006-2009)**

Assigned exclusively to the Harris Teeter account for this food broker, overseeing a 4-person team traveling throughout 37 Mid-Atlantic stores to setup dairy departments and remodel areas in existing locations. Set sections according to corporate plan-o-grams, cut in new items and re-tagged products, removed out-of-date stock, and marked discontinued items. Audited areas to identify noncompliance, equipment outages, and parts with missing or broken pieces, reporting back to clients to ensure expeditious corrective actions. Interacted with a third-party workforce solutions provider to secure additional personnel.

- **Gained foundational store reset experience working for Safeway, Shoppers, Giant, Wegmans, and Kmart accounts.**
- **Worked with diverse process stakeholders including Harris Teeter corporate, food brokers, and manufacturers.**
- **Provided support for the Frozen reset team in coordinating and performing setup and remodeling functions.**
- **Traveled extensively throughout Washington, DC, Delaware, North Carolina, and Virginia to serve accounts.**

## ♦ INDUSTRY TRAINING ♦

**Hospitality, Food Production, & Cost Management Coursework**  
State University, Boston, Massachusetts

