

# Jeremy Grantham

**Store Manager at AMERICAN EAGLE  
OUTFITTERS INC.**

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Background encompasses extensive professional experience in the following key positions of responsibility: Assistant Manager, Key holder, Customer Service, Sales Representative  
Strong transferable skills in: interviewing; hiring; training; supervision; employee discipline and motivation; terminations; ensuring productivity and quality control; ordering; inventory control; cost controls; implementing policies and procedures to increase efficiency; payroll; scheduling; credit applications

## Experience

### **Store Manager at AMERICAN EAGLE OUTFITTERS INC.**

JANUARY 2018 - PRESENT

Leadership Motivate and inspire the team by delivering a compelling vision and purpose which encompasses American Eagle Outfitters Core values. Act as the leader on duty and consistently models the brand customer service standards and Customer First selling behaviors. Establish and communicate clear expectations and hold the store team and self-accountable. Drive for Results Create and manage the execution of the store business plan to drive KPI results and maximizes business opportunities to include CRM, Loyalty and technology. Manage the controllable components of the P&L to achieve all store financial and expense targets. Analyze reporting and daily sales trends to make real-time strategic business decisions to drive results. Talent Management Recruit, hire, develop and retain a high performing management and associate team. Consistently assess and provide ongoing performance feedback on LOD skills, job accountabilities and Success Factors through real-time coaching, scheduled touchbases, individual development planning and the performance review process. Manage all compensation decisions in partnership with the District Manager. Drive employee engagement by recognizing and rewarding employees for outstanding performance. Recognize and properly resolve customer and performance issues; communicate high priority issues to the District Manager in a timely manner and collaborate to develop a plan for resolution to minimize risk. Visual & Operational Execution Lead all visual directives ensuring mapping and floorset are properly planned, scheduled and executed seamlessly within allotted timeframe. Supervise the efficient and productive handling of all merchandise including shipment receipt and processing, floorsets, markdown optimization and replenishment systems while maintaining backroom Standard Operating Procedures (SOP). . Ensure store audit compliance and shrink results meet company loss prevention standards.

### **Assistant Store Manager at American Eagle Outfitters**

MARCH 2012 - PRESENT

Leadership • Motivate team through a compelling vision and direction to encompass

American Eagle Outfitter's Core values • Communicate clear expectations and hold the store team and themselves accountable to achieving all brand, performance and behavior standards • Lead and inspire a customer service culture by recognizing and rewarding team • Build effective relationships with peer and upper management partners • Participate in productive management and team meetings • Proactively seek personal learning and development opportunities People Development • Recruit, hire, develop and retain top management and sales talent for the store, to include maintaining optimal staffing levels • Train and develop sales team in all areas of job responsibility • Consistently assess and provide ongoing performance feedback to all levels of store team • Recognize performance issues in a timely manner and partner with Store Manager to develop action plans for resolution Visual Merchandising • Ensure that all visual directives are executed seamlessly and within scheduled time frame and allotted payroll budget • Direct and execute strategic, brand appropriate merchandising to maximize sales and presentation standards • Partner in store's execution of all merchandise processing and flow to the floor in conjunction with exceptional backroom standards Drive for Results • Partner with Store Manager in the execution of the store business plan that drive KPI results and maximizes business opportunities • Achieve predetermined financial budgets to include payroll management • Drive AE brand loyalty through demonstrating sales leadership, coaching and connecting with the customer experience • Achieve store shrink goals and maintain all operational standards to secure the assets of the store's physical location

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## **Stock Supervisor at Banana Republic**

JULY 2011 - MARCH 2012 (9 MONTHS)

Supports and ensures execution of all shipment receiving and processing procedures to floor-ready standards Partners with appropriate manager to direct shipment placement on the sales floor Ensures floor is replenished to Company standard. Follows up with staff to ensure accuracy. Performs audit and transfers of damaged and defective merchandise, completes re-tickets and charge sends according to guidelines. Oversees and executes markdowns in a timely and accurate manner. Audits markdowns to ensure accuracy. Tracks productivity and ensures team meets merchandise handling standards Provides feedback to manager regarding merchandise handling concerns Role models and leads the Outlet's customer promise behaviors when on the sales floor Treats all customers and employees with respect and contributes to a positive work environment Communicates staffing requirements to management Communicates daily goals and priorities to stock employees; redirects activities as necessary to achieve productivity standards Trains, directs and coaches stock employees in the moment to meet/preform productivity standards and customer service standards and behaviors when on/off the sales floor Coordinates stock employees' breaks and shift change schedules to maximize productivity Communicates feedback to manager regarding stock employee performance Communicates any policy violations to management in a timely manner Upholds all company policies as outlined in Policy and Procedure Maintains all shipment related paperwork to meet audit requirements Manages shipment supplies and fixtures; communicates needs to manager Maintains company standards of neat, clean and organized stockroom Follows all Loss Prevention policies

as they relate to back room standards; communicates violations to management

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## Verification/Posting Specialist

JUNE 2008 - JUNE 2011 (3  
YEARS 1 MONTH)

performs duties to assist the payments and refunds department in posting payments and adjustments on patient's accounts and record keeping of those payments and adjustments. Independently evaluate explanation of payments for patient accounts and understand correspondence based on knowledge of policy and personal discretion. Accurately post or record information regarding collection receipts. Processes and files information regarding collection receipts. Accurately verify and obtain patient benefits for all Oklahoma and Texas sleep center facilities in a timely manner .

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## Customer Service Manager at Walmart

MARCH 2002 - DECEMBER  
2008 (6 YEARS 10 MONTHS)

Supervise, recruit, train, develop, coach and communicate with all associates and managers as well as assess performance. Ensure a positive customer experience. Handle customer complaints. Balance daily transactions. Oversee all cash register transactions. Open and close store on a daily basis as needed.

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## Customer Service Representative

JUNE 2007 - FEBRUARY  
2008 (9 MONTHS)

Claim Status Eligibility Benefits

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## Customer Service Representative at AT&T

OCTOBER 2005 - JUNE  
2007 (1 YEAR 9 MONTHS)

-Billing -Trouble shooting -Product Questions & Ordering -Credits and Activations

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### Education

## Great Plains Technology Center Frederick

2000 - 2001

Business and Computer Technology,

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## Frederick High School

1997 - 2001

Diploma, General Studies,

Activities and Societies: Band Color Guard FHA Choir Yearbook

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