

Tonnie Harge

Retail General Manager

Profile

Results-driven Retail General Manager with 5 years of experience in overseeing daily operations, driving sales, and maximizing profitability. Adept at implementing effective merchandising strategies, enhancing customer satisfaction, and leading high-performing teams. Strong financial acumen with a proven track record of optimizing inventory levels and streamlining processes to achieve operational excellence. Committed to fostering a positive work environment and delivering exceptional results for continued business growth.

Employment History

Retail General Manager at Kroger, OH

May 2023 - Present

- Increased annual revenue by 12% in 2019, resulting in an additional \$1.8 million in sales for the Kroger store in OH, by implementing targeted marketing strategies and optimizing product assortment.
- Improved overall customer satisfaction by 15% in 2018 through the introduction of a comprehensive employee training program, leading to enhanced customer service and increased customer loyalty.
- Successfully reduced employee turnover rate by 25% in 2017 by implementing a competitive compensation structure, offering flexible scheduling options, and fostering a positive work environment.
- Streamlined store operations in 2016, leading to a 10% reduction in operational costs and a 5% increase in overall store efficiency, by introducing new inventory management systems and optimizing staff scheduling processes.

Assistant Retail General Manager at Walmart, OH

Jul 2018 - Apr 2023

- Successfully increased overall store sales by 15% within one year through effective team leadership, strategic marketing initiatives, and optimized inventory management.
- Streamlined employee scheduling process, reducing labor costs by 10% and improving employee satisfaction by implementing a more organized and efficient system for shift assignments.
- Led a team of over 100 employees to achieve the highest customer satisfaction rating in the region for three consecutive quarters, resulting in a 20% increase in customer retention and repeat business.

Education

Bachelor of Business Administration in Retail Management at Ohio State University, Columbus, OH

Sep 2014 - May 2018

Relevant Coursework: Retail Operations, Merchandising Strategies, Supply Chain Management, Consumer Behavior, Marketing Principles, Financial Analysis, Human Resources, and Strategic Management.

Certificates

Details

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Links

[linkedin.com/in/tonnieharge](https://www.linkedin.com/in/tonnieharge)

Skills

Merchandising

Inventory Management

Sales Forecasting

Customer Service

Team Leadership

Financial Analysis

Loss Prevention

Languages

English

Hindi

Hobbies

Gardening

Photography

Cooking