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The definition of accomplishments is that act of doing something that has been achieved successfully. First used in the 15th century, the noun accomplishment derives from the Old French word *acomplir*, meaning "to fulfill, fill up, complete." The word often refers to a goal that you've achieved. Gaining a new skill can also be an accomplishment. Typically, accomplishments are measurements as increases or decreases as they relate to Key Performance Indicators (KPIs). As a Business Leader the results/accomplishments that are achieved are actually a byproduct of our people or how well we teach, train, motivate and develop our employees. Developing and motivating my teams to be Business Operators, self-sufficient and to be Business Leaders is my greatest accomplishment.

## Accomplishments

- Designed, Developed, Implemented & Maintain MAPCO Ride Sheet which has become the Bench Mark of Operations Reportion within Mapco
- Designed, Developed and implemented electronic scheduling to all Mapco Convenience Store and QSR locations
- Developed and implemented new Credit Process for MAPCO Store Operations which streamlined and built efficiencies into the Credit Process
- Implemented new Raise Request for MAPCO Store Operations
- Implemented KPI tracking program for Stores to track real time results. Taught Store Managers how to utilize data to run their business. Allowed each Store Manager to obtain Store Manager quarterly bonuses.
- Implemented "Plus Sales" program as a District sold over 7,500 units of Pistachio in 28 days (38.3 average units per store per day prior average was 6.2 average units per store per day). Sold 10,183 snickers bars in 28 days (51.9 average units per store per day prior average was 9.7 average units per store per day).
- Twenty-two consecutive months District lead the Florida Division (35 Districts) in Plus Sells volume on selected monthly push items, on average 43% more units sold than next nearest District, 2012 through July 2014
- Implemented Shrink Action Plan that was adopted throughout the Florida Business Unit, (400 stores). Twenty-two percent decrease in Merchandise Variation in District and 9.0% reduction in Florida Business Unit
- Coordinated and produced quarterly Store Manager Sales meetings presentation for the Region (90 stores). Stimulated knowledge transfer and teaching and training
- Finished in Top 3 for District Manager in Florida of top KPI measurements (Sales, Shrink, Food Service Growth, Customer Service Shops) Ambassador Club recipient.
- Runner up District in Gatorade Sales Incentive 2013, (35 Districts)
- Four consecutive years that District's Customer Mystery shop scores among top five in Florida Business Unit, (35 Districts). Average Annual District score 95.47%.
- Reduced and maintained Employee turnover from 195% 2007 to 104% in 2009 and below 90% in 2010 through 2012

- Conversion of Service Station into full Convenience Store first year additional \$57,000 in incremental sales.
- Introduction of full Garden Center: \$170,000 in incremental sales 2006 expected an additional \$200,000 for 2007.
- 2007 planned budgeted, forecasted sales and expense for new sushi bar concept to NEX, added full line sushi bar concept first direct run in Navy Exchange first 8 weeks sales plus \$30,000, ROI 7 days.
- 2006 operated lowest expense and payroll percent among Regional Complexes (6.4% verses 9.1% CONUS)
- 2006 created P&L University for subordinate managers to teach and train Business Acumen, data, market and trend analysis increased softline margins by 100 basis pts over prior year through increasing and decreasing categories selections and sizes
- Created automated scheduling tool Excel based for managers, to properly staff stores, encompassed planned, LY and Forecasted sales coupled with transaction data which created customer driven schedules. Customer Survey scores up 20% to prior year.
- 2005 implemented rolling stockrooms decreased replenishment payroll by 10% increased in-stocks from 92% to 97% (concept rolled out to region) side benefit increased cartons per hour by 33%
- Selected to Home Depot's initial Store Leadership Program from over 20,000 candidates. Intense two-year structured learning program from in store experience to corporate training. Leadership & Development, Process Improvement, Six Sigma, Financial Management, Project Management, Inventory Control, Safety and Employment practices.
- Completed and lead a Corporate Merchandise project for a possible Designer Bath Showroom rollout within the Southwest Division, 200 stores.
- 2004 implemented in-stock process improvement plan San Antonio market increased in-stock from 87% to 93 %, restocking productivity up 40%, based on dollars per man hour, in District.
- 2003 appointed to District (San Antonio) Flooring Captain.
- 2002 Sales up 17% promoted to larger volume store.
- District Credit Champion, (Motivated Store Team to process over 11,000 new credit applications in FY 1999), among the top stores within the United States.
- 1999 implemented new credit card tracking for region based on apps per transaction created base line for all regional stores (store finished top 5 in region at 1 app to 50 transactions or a 1 app to 94 actual customers)
- Appointed to Regional Credit Team as a Regional Credit Champion in 2000.
- Promoted to Operations Manager in 1993.