

SHEILA KEALY

506 Branchwood Avenue || Springdale, Arkansas 72764 || (479) 283-1460 || snkealy@gmail.com

SUMMARY

An adaptable and forward-thinking retail operations professional with a strong background in associate training and development, instructional design, training content development, merchandising, supply chain, retail sales, expense and shrink controls, store operations, and category, inventory, P&L, and operations management. Leverages excellent communication skills to collaborate with business partners, manage supplier relationships, and coordinate with cross-functional teams. Demonstrated competency in consistently delivering projects within deadlines and budgets. Proven aptitude for designing and creating effective training materials to drive performance and ensure compliance.

EXPERIENCE

WALMART INC., Bentonville, Arkansas

Instructional Design, 2016-2018

Researched and gathered information with business partners regarding shared contact center support for stores and partners. Developed training and activities based on knowledge, skills, and job performance ability. Provided training content to client services team for presentation to business owner.

- Developed recognition store allowing associates to redeem points from training modules for Walmart brand merchandise.
- Created adult learning activities for classroom, such as department boards, compliance solutions, and 'queueology' game boards.
- Developed training for call center agents supporting store associates.
- Built training modules on Axonify adult learning platform.
- Created adult gamification for classrooms.
- Collaborated with business partners to gather information.
- Created associate recognition store with prize redemption.
- Collaborated with facilitation team on new training.
- Participated in associate monthly engagement activities.

Category Team Assistant, Costume Jewelry and Gifts, Apparel Division, 2014-2016

Supported buyer and merchandising team for costume jewelry. Collaborated with merchandise execution resolution team to provide issue solutions and redirect remedy tickets to appropriate category. Drafted and conducted weekly supplier performance communication. Ran reports and set new merchandise in layout center.

- Organized "Eat What You Cook" for jewelry and accessories teams.
- Keyed in merchandise for new stores and remodels based on fine-line purchases.
- Partnered with talent development to create Jewelry Pathways training plans.
- Developed video/ whiteboard training with store-wide execution.
- Revamped claims process for high-end watches.
- Prepared information and submitted buyer payback and co-ops on shortages and credits.
- Set up meetings with suppliers and supported department event committee.
- Worked with talent and development team on 'One Best Way' template and training, enabling store associates to perform jobs correctly and efficiently.

Assistant Store Manager, Store 0054, Springdale, Arkansas, 2012-2014

Managed and developed teams of direct reports. Supervised store operations, hardlines, homelines, apparel, and entertainment. Led hiring and recruiting efforts for all areas of store. Arranged and conducted interviews and job offers. Conducted 4x4 tours involving development and training of associates. Led daily meetings with store associates regarding company business. Engineered plans for seasonal conversions within store. Directed strategic overnight stocking through task management.

- Mapped out plan with shift manager and AP coordinator to effectively stage Black Friday event, including staffing and product placement.
- Developed and executed strategy for front-end scorecard, improving score from 63% to consistent 98%, exceeding goal of 90%.
- Facilitated holiday layaway pickup plan to better serve customers in timely manner.
- Recognized as store champion based on performance in compliance, electronics reboot, and Race for the Cure.

Invoicing Associate, Neighborhood Market Stores 5738 and 2742, 2008-2012

Submitted store transmittals to ensure payment of supplier invoices. Filed claims on invoice shortages. Researched markdown report on shrinkage through on-hand changes and negative resets. Documented markdowns missed due to retail corrections. Conducted annual store inventories with company auditors. Oversaw record retention of merchandise and warehouse invoices. Assisted check-in of vendors supplying stores with product. Matched invoices to finalized details. Trained new department managers in reports and daily business. Set up offices from ground up in prototype stores, including organizing filing and retention. Provided follow-up training for new office associates after grand opening. Conducted inventory preparation within offices.

- Worked with vendors and backroom associates to ensure accuracy of merchandise and pricing.
- Delivered accurate invoice processes, providing stores with minimal shrink in yearly inventories.

ADDITIONAL EXPERIENCE

Jewelry Department Manager/ Support, Bentonville, Arkansas, 2000-2008. Led jewelry department and managed up to 15 associates. Provided work schedules based upon needs of business and availability of associates. Trained associates. Worked with suppliers on test items and programs for company rollouts. Managed profit and loss statements for department. Completed new store setup in multiple locations. Traveled with regional/ district managers, contributing to organization in various local markets and regions regarding store inventory preparation, claims, etc. Worked closely with buyers in home office as well as suppliers regarding implementation of merchandise, modular, and test programs prior to rollout to all departments.

Shoes and Jewelry Department Manager, Springdale, Arkansas, 1989-2000. Directed up to ten associates. Oversaw schedules, evaluations, merchandising, and modular of product in department. Managed monthly profit and loss statements for department. Conducted interviews and completed hiring of department associates. Built working relationships with store management teams. Promoted to jewelry department manager in 1997, working in local market.

Shoe Department Associate, Rogers, Arkansas, 1987-1989. Provided customer service within shoe department. Merchandised products and conducted price adjustments when sent from corporate office.

PROFESSIONAL DEVELOPMENT

Adobe Captivate, 2017

Axonify, 2017

ADT Instructional Design Training, 2016

PowerPoint, 2014

COMPUTER SKILLS

Microsoft Office Suite, Adobe Captivate, Captivate and Microsoft Word Integration, Wire, SMART System