

# KELLY TOOLE

## Work Summary

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### Contact

(757)870-6274  
kftoole@yahoo.com

### Technical Skills

Workday  
Microsoft Office  
Adobe Photoshop CC  
Adobe Premiere Rush CC  
HTML/CSS  
Google AdWords Certification

#### TARGET

*Executive Team Lead Human Resources | November 2021 - Present*

- Oversee the development, management, scheduling, hiring, and well being of a team made up of 180+ team members and multiple subordinate managers
- Demonstrate a commitment to diversity, equity, and inclusion through continuous development
- Pace setter for the leadership team to ensure equitable experiences and strategic team member development
- Develop a staffing strategy that enables leaders to increase sustainability within their current team
- Utilize forecasts to identify when and where external staffing is needed
- Effectively plan and manage all mandatory team programs related to culture, pay and benefits maximizing engagement and minimizing business disruption
- Establish an accountability driven culture through clear expectations and performance management

*Executive Team Lead Specialty Sales | June 2020 - November 2021*

- Managed a team made up of 30+ to efficiently complete workload including merchandising, pricing, sales plans, and transitions
- Drove total store sales by understanding how the apparel, beauty, and electronics departments impact profitability
- Increased specialty sales originated comp by 24% from LY
- Established routines within the team to exceed metric goals each month
- Enhanced operational efficiency by increasing the location accuracy of items in the back room from 92% to 98%+ on an eight week rolling basis
- Created schedules that align with guest traffic and meet business needs
- Planned and led organizational and operational change

#### SOUTH MOON UNDER

*2nd Assistant Manager | November 2018 - April 2020*

*Social Media Specialist | June 2018 - April 2020*

*Stylist | August 2017 - November 2018*

- Maintained store visual standards by accurately portraying the brand aesthetic through merchandising
- Implemented training processes for newly hired employees
- Provided leadership and direction for employees to drive productivity and efficiency
- Collaborated with store manager to develop strategies to meet and exceed sales goals
- Managed the company's social media presence by consistently posting photos, stories, and responding to comments

#### Academic Background

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##### VIRGINIA COMMONWEALTH UNIVERSITY | RICHMOND, VA

*Bachelor of Arts: Fashion Merchandising | May 2020*

*Minor: Media Studies*

- Cum Laude
- Completed coursework in Retail Buying Simulation, Line Development, and Trend Forecasting

##### SANTA REPARATA INTERNATIONAL SCHOOL OF ART | FLORENCE, ITALY

*Summer 2019*