

SHAY F. THOMAS

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Summary of Qualifications

A leader with the ability to see what needs to be improved and then does it, time after time.

Versatile and well organized leader possessing many years of experience with fortune 50 company, in supervisory, training, coaching and mentoring roles. Excellent communicator with proven skills resolving escalated conflicts, overcoming objections and promoting positive company image in volatile situations. Sound ability to understand financial statements, sales forecasts, production plans and to manage the same. Energetic and active contributor to both for profit and non-profit organizations.

- Project Management
- Public Relations
- Operation Management
- Public Speaking
- Recruitment
- Sales Representation
- Customer Service
- Building Management
- Event Organizer
- Computer Proficient

Professional Experience

Home Depot -Connecticut & New York 2000-2009

District Services Manager

2007-2009

Oversaw installation services within 5 Different counties and boros within New York and Connecticut

- Expanded customer base by providing excellent customer service, locating and developing profitable niche markets, finding the most suitable products for those markets, and developing and executing plans that resulted in lead generation, strong customer relationships, and profitable sales.
- Maintained brand quality through quality assurance visits and business reviews of installers and contractors.
- Achieved corporate and district sales goals and motivated others to drive sales performance.
- Negotiated contracts and agreements to ensure customer satisfaction and company protection.
- Presented, arranged and conducted meetings for team members and district staff.
- Traveled nationally and regionally to numerous sales meetings, conventions, and work sites to maintain efficiency and brand integrity and customer satisfaction
- Lead, direct and managed inbound and/or outbound site operations to ensure that the operations staff executes service agreements at, or above the customer's standards.
- Maximized profitability through superior customer service, effective and prompt communication and follow-up on all pending matters with the customer
- Utilized superior communications skills to motivate staff and develop effective working relationships with peers, executives and clients

Specialty Assistant Store Manager

2004-2006

Managed specialty sales department for 2 stores in New York and Connecticut.

- Developed a sales-focused staff and ensured that new team members were thoroughly trained, motivated, and oriented to company standards.
- Identified and confronted performance issues - including communication of gaps in performance, coaching to improve performance, clearly setting expectations and taking further disciplinary action as appropriate.
- Provided direction to staff to ensure floor coverage and completion of daily tasks.
- Performed troubleshooting and implemented solutions for existing procedures.
- Worked closely with expeditor in production control regarding deliveries of scheduled shipments.

Department Supervisor

2002-2004

Supervised Departments including: Flooring Solutions, Kitchen & Bath Design and Building Materials.

- Personally coached, trained and mentored direct subordinates and provided career development opportunities through training and quality management activities
- Ensured safety methods, practices and programs were implemented and maintained
- Addressed all employee performance problems promptly and directly in accordance with company personnel policies and procedures
- Completed staff assessment and performance appraisal documents.
- Provided exemplary customer service and ensured that others followed suit.
- Monitored staff success and coached them to help them achieve company expectations.

Overnight Operations Supervisor

2000-2002

Directed overnight personnel and distribution of inventory

- Ensured directives, rules and procedures were communicated to all operation's staff
- Maintained a clean, professional and safe working environment by inspecting and scheduling maintenance, and ensuring that all office and warehouse equipment is properly accounted for and in safe working condition
- Controlled building access and ensured building premises were secure.
- Tracked Inventory and receiving procedures for incoming and outgoing product.
- Created and fostered a motivational work environment, which encouraged team collaboration and high performance to deliver results

Education

University of Bridgeport
Bachelors Degree – Business Administration
Expected Graduation date May 2010

References

Available upon request.