Cheryl (Jan) Phillips

jan.phillips.68@icloud.com

Accomplished and motivated Corporate Recruiter, District and Store Manager with experience leading teams to success in manufacturing, retail, and customer service focused businesses. I have successfully recruited for the largest Metal Manufacturing company in North America with business volume over $6B annually, with the CAID business unit doing more than $70M annually. I have managed, recruited, trained, and hired for retail volume levels in excess of $55M+ and managed teams of between 15 - 500+ people. My background is in Workforce Development, Manufacturing, Travel, Big Box and Specialty Retail environments.

Consistently focus on delivering exceptional results by focusing on networking, recruiting, hiring, and developing teams to enrich the guest experience and drive sales and improvement strategies. I am experienced in talent recruitment and networking strategies to quickly fill open positions and create bench as well as adaptable and ready to meet and exceed employer's needs and expectations for achieving goals to deliver desired outcomes.

In fiscal 2022, I hired over 90 people while continuing to support my leadership team assisting as an interim HR manager for 6 months and partner HRBP, helping with onboarding, benefits administration, safety and additional tasks as needed. I also earned certificates in Diversity and Inclusion for HR Professionals and Inclusive Leadership- The Power of Workplace Diversity as well as participated in multiple online course curriculums via LinkedIn Learning and through the Leadership for HR Portal through Samuel.

Core Strengths:

Customer Service & Management	Talent Management	Hiring and Recruitment Strategies
Team Building & Training	Interviewing/Candidate Screening	Business/Personal Networking/Social media
Employee Relations	Candidate Sourcing	Organizational Development

Professional Experience:

CAID Industries, A Division of Samuel, Sons, Inc – November 2021 – Current: Recruiter/HRBP

Collaboration with hiring teams to identify hourly talent needs and source, interview, and partner with HR to onboard new team members. Communicate with talent via Indeed, LinkedIn and various networking campaigns including partnering with marketing to do a Facebook/Instagram campaign. Work with Hiring managers to develop job descriptions that will attract candidates to the position and company, schedule interviews and participate in the interview and onboarding processes. Daily monitoring of job boards, LinkedIn and Connect site. Share information on a regular basis with all leadership stakeholders. Maintain database of community networking and participate in job fairs and on-site networking with organizations such as SAMP and SHRM. Identify areas of opportunity with wage bands and onboarding strategies as well as assist with the development of training materials, onboarding program and development of both new and tenured production team members.

Amazon Physical Retail/4-star, April 2020 – June 2021: Store Manager

This store was designed to bring Amazon's online shopping experience to life by sharing Amazon's top 3 most browsed categories with customers in a physical retail environment. Hiring/recruiting/training top talent as well as the customer experience by leading through Amazon's management principles and adapting constantly to the retail environment. Model expectations for the entire team and contribute to a strong culture based on customer obsession, trust, respect, continuous learning, and fun. The SM also effectively contributes to continuous improvement of the customer experience and store operations by participating in the development of best practices and product knowledge.

Sur La Table, January 2017 – April 2019: District Manager

Managed, hired, recruited and trained staff members for 18 stores in Texas/Louisiana/Kansas/Tennessee/Oklahoma that contributed in excess of $55M annually. Work with store teams and Chefs to inspire our customers throughout their culinary journeys and share brand knowledge in our store locations. Followed up with all policies and directives to ensure correct and timely implementation, hold the teams accountable for operational excellence and achievement of Sales and KPI goals. Network to attract, hire, and effectively develop store talent and consistently develop bench strength. Partner with all HQ teams to ensure that they have a sincere connection with the field for product, operational, HR and visual needs. Work with the culinary teams to ensure that our chefs are providing a memorable experience for our culinary guests, to drive fill rates, retail sales and ensure we are meeting goals for payroll and food costs and maintain all health and safety codes within our kitchen environments.

Gap Inc., May 2014 – June 2016: District Manager/Market Leader

Responsible for 17 stores in the South TX Market with a combined volume more than $52M annually. I managed Specialty stores and various sub-brands within each store. Market has over 130 leaders that I worked directly with and over 800 sales associates. Fostering and maintaining an inclusive and collaborative work environment that drives business results, inspires customer loyalty, and maintains a highly engaged team of field employees. Worked with "specialist" business partners to ensure store teams have the tools and resources needed to drive results and further grow their local market business. Coached store leaders in the establishment of career and personal development plans and assisted with recruiting and networking to fill open positions within all stores as well as set up seasonal hiring events in the district.

Destination Maternity, Inc., January 2012 - March 2014: District Manager

September 2009 – January 2012 - Store Manager - Pea in the Pod Collection Store - Houston Galleria

Collaborated with a team of 10-12 store Managers to create a client-focused Sales environment and build customer and brand loyalty. Had the #1 volume District in the High-End Division of our company (+$15M) and the #1 percent to Plan % to LY numbers. Won Store Manager of the Year for High End Stores in Fiscal 2011 & District Manager of the Year in Fiscal 2013. Recruited, hired, trained, coached, and developed leaders in the Business. Ensure a strong Bench for internal promotions.

Additional Professional Experience:

Children's Place, June 2016- January 2017: District Manager

Managed 12 stores in the Houston metro/surrounding areas with an annual volume of over $16M. Create and maintain a diverse, high-performing store management team through consistent selection, development, and motivation. Provide coaching, mentoring and overall direction of accountabilities to meet District and Regional goals. Cultivate an environment of open communication and drive the performance management and development of associates.

J. Jill - Talbot's Inc, November 2007 - July 2009: Store Manager

Accountable for sales performance focusing on company growth and profitability, guest service, merchandising standards, store operations and training and development of all store personnel· Consistently achieve excellence in execution of all company standards including sales, margin, inventory control. ADS/UPT and Credit goals

Coldwater Creek, October 2006 - September 2007: Store Manager

Position required coaching and motivating a group of 40- 50 people within a $4M+ mall store environment. Development of Leadership Team members to promote growth within the company by implementing training initiatives, providing continuous coaching and succession planning.

Agency for Workforce Innovation/Workforce One, August 2004 - March 2006: Manager, Business Services:

Coordinate with the State of Florida/AWI Guidelines as well as their partner agencies to initiate business contacts within Broward County to recruit and facilitate the placement of eligible candidates into available jobs in the community. Worked with employers in Broward County to determine needs, availability of jobs, and qualifications needed to secure job placements. Set up job fairs and networking and recruiting events with over 1000+ employers in the Broward County area and maintained the job board for the agency. Networking with 23 different Chambers of Commerce in the local area.

Delta Air Lines, October 2000- March 2003: Special Member Services Customer Care Coordinator: Supervised Special Member Service Agents to resolve problems, answer questions pertaining to Delta policies, procedures, or promotions. Liaison between representatives and other departments to resolve service failures for passengers. Worked with Training Department to train over 1200 representatives on new computer booking system, company procedures, policies, and customer service standards.

Sears Roebuck and Company, March 1991- January 2001: Sales Manager/On Campus College Recruiter: Duties included all functions related to experience for the guest as well as the recruitment of a superior level staff to facilitate high-sales volume of multiple departments, scheduling of associates, training, teamwork skills and associate development. Participated in the Sears College Recruitment on-site team to attend job fairs and college recruiting events to engage potential candidates to become part of this elite program.

Education:

- University of Arizona. Tucson, Arizona, Bachelor of Science, Marketing, Fashion Merchandising with an Art Emphasis
- University of California, Irvine. Certificate in Diversity and Inclusion for HR Professionals. August 2022
- University of Michigan. Certificate in Leading Diverse Teams in Organizations. December 2022