

ROBERT E. DOLE

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Smyrna, Tennessee 37167

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RETAIL PROFESSIONAL

Turnaround Specialist • Team Builder • Multi Unit Manager • Merchandiser •

P & L Responsibility • People Developer • Sales Driver • Results Oriented • Inventory Control

Highly accomplished Retail Leader with proven results as a Store and District Manager. Excellent communicator with In-depth experience leading teams and achieving results. A hard working, loyal, problem solver with a demonstrated track record of mentoring and developing people in a "hands on" manner.

PROFESSIONAL EXPERIENCE:

LOWES HOME IMPROVEMENT

Mooresville, North Carolina

(Publicly traded 1,650 store, \$50 billion dollar home improvement retailer)

General Manager / District Manager

December 1998 to Present

Served as a General Manager in 5 states with complete accountability for "big box" (120,000 square feet) locations with annual volumes of approximately \$60+ million dollars. Full P&L responsibility including hiring, training, employee development, customer service, compliance, strategic planning and performance objectives. Provides management teams with timely recognition and feedback to improve results, reduce turnover and increase overall company ROI.

- ◇ Currently oversee a 125,000 square foot location with 150 to 225 associates. Year to date employee turnover of only 18%.
- ◇ Helped lead the new market entry and expansion of Lowe's into the Pacific Northwest and Northeastern United States.
- ◇ Served as a District Manager for Lowe's in Connecticut. Led 6 stores with more than \$250 million in annual sales. Consistently beat sales, expense and inventory plans while improving Customer Service scores.
- ◇ In just 1½ years as a District Manager, led my district from the worst performing in the Northeast Division to the #3 performer. Relocation closer to home led me back to a G.M. role in Tennessee.
- ◇ Grew sales at the West Knoxville, Tennessee location from \$48 million to more than \$60 million, finishing in the top 10% of all Lowe's stores for same store sales growth.
- ◇ Developed and promoted hundreds of Department Managers throughout my career as well as 20 to 25 Store Managers, including several that went on to become District Managers.

FOOD LION, LLC.

Salisbury, North Carolina

(A publicly traded retailer with more than 1,200 stores in 11 states)

Store Manager

July 1989 to December 1998

Responsible for all store operations with a typical sales volume of \$8 to \$10 million annually. Led several successful grand openings for Food Lion, including new market entries in FL and KY.

- ◇ Selected as Trainer and Mentor for New Store Managers as part of their training program.
- ◇ Received the top national award in a vendor sponsored display merchandising contest.
- ◇ Completed store turnarounds in multiple locations. Increased sales and gross profits while maintaining exceptional inventory controls.

PROFESSIONAL EXPERIENCE (*continued*):**UNITED STATES AIR FORCE**

Caribou, Maine

*(Loring Air Force Base – Strategic Air Command)***Firefighter**

August 1985 to July 1989

- ◇ Selected as Airman of the Month and NCO of the month on multiple occasions.
- ◇ Led 5 person Search and Rescue Team as Crew Chief in support of the B-52 Stratofortress and the KC-135 Stratotanker.

WINN DIXIE SUPERMARKETS

Richmond, Kentucky

*(Supermarket retailer with stores throughout the Southeastern U.S.)***Co-Manager**

July 1979 to August 1985

Started as a bagger and worked up through the ranks to Co-Manager. This was accomplished while attending college.

- ◇ Awarded Winn Dixie's Retail Scholarship which enabled me to attend Eastern Kentucky University.

ADDITIONAL AWARDS / RECOGNITION:

- ◇ Most improved year over year inventory results, Region #18 (2002).
- ◇ Received the Unsung Hero national award for Lowes Home Improvement. Runner up Store Manager of the Year (2005).
- ◇ Recognized for highest overall store audit score in the region (2008).
- ◇ Set the single Lowes store fundraising record for Relay for Life; The American Cancer Society's number one fundraising event (2008).
- ◇ Habitat for Humanity Volunteer (Current)

EDUCATION:**EASTERN KENTUCKY UNIVERSITY**

Richmond, Kentucky

Business Administration Prerequisites

1979 to 1984

HUSSON COLLEGE

Bangor, Maine

*Bachelors of Science Business Administration
Associates of Science – Fire Protection*1985 to 1989
