

Clara Lynch

Director, Merchandising Operations

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 Grand Rapids, MI 49503

STRENGTHS

-  **Adaptability**  
Quickly adjust strategies in response to shifting market conditions while maintaining focus on priorities.
-  **Analytical Thinking**  
Consistently analyze complex data to derive actionable insights. Improved logistics and supply chain actions based on findings.
-  **Leadership Development**  
Invest time in guiding and mentoring team members, cultivating personal growth and organizational loyalty.
-  **Negotiation Skills**  
Expertly navigate contract negotiations with vendors ensuring favorable terms and alignment with budget objectives.
-  **Collaboration**  
Encourage teamwork across departments, consistently striving towards organization's shared goals without losing sight of individual contributions.

SKILLS

- Merchandising Strategies
- Inventory Management
- Vendor Relations
- Project Management
- Financial Analysis
- Team Development
- Contract Negotiations
- Cross-functional Leadership
- Data-driven Decision Making
- Operational Efficiency
- Trend Analysis

SUMMARY

Dynamic leader with 6 years of experience in merchandising and operations management, dedicated to optimizing inventory control and enhancing financial performance. Proven success in developing strategic business initiatives while maintaining strong vendor relationships and overseeing contract negotiations. Passionate about fostering talent development and driving cross-functional collaboration for projects that align operational success with company goals. Possesses strong analytical skills for interpreting business trends and leveraging insights to inform planning and resource allocation. Eager to contribute innovative solutions that deliver exceptional customer experiences.

EXPERIENCE

Merchandising Operations Manager

Retail Solutions LLC

 March 2021 - Present

 Detroit, MI

- Responsible for managing the development and execution of business strategies related to merchandising operations. Focused on improving inventory management while enhancing financial results by collaborating with various teams.
- Spearheaded inventory management strategies, achieving significant reduction in excess stock levels.
  - Negotiated contracts with multiple third-party vendors, ensuring compliance and boosting operational efficiency.
  - Analyzed sales data to shape merchandising approaches, resulting in impressive growth in quarterly sales.
  - Integrated training initiatives to enhance team capabilities in merchandising best practices and operational excellence.
  - Built a culture of accountability within teams, promoting integrity in business interactions.
  - Oversaw performance metrics, enabling insightful decision-making for effective operational improvements.

Senior Merchandising Analyst

Market Dynamics Inc.

 January 2018 - February 2021

 Cleveland, OH

- Led detailed analysis and forecasting for a diverse retail product portfolio. Emphasized project management principles to streamline merchandising initiatives across departments.
- Managed financial forecasts and profit statements, driving actionable plans that improved product turnover rates.
  - Formulated and executed inventory markdown strategies based on extensive market analyses.
  - Oversaw vendor contract reviews to modify terms, ultimately enhancing profit margins.
  - Applied project management methodologies to coordinate multiple merchandising programs effectively.
  - Conducted workshops that improved collaboration among departmental teams and enhanced overall efficiency.
  - Mentored junior analysts, supporting their professional development and retention.

Merchandising Coordinator

Retail Ventures Group

 July 2016 - December 2017

 Indianapolis, IN

- Supported the implementation of merchandising strategies designed to align with corporate targets while facilitating smooth operations through comprehensive inventory oversight.
- Executed merchandising programs aligned with corporate objectives, significantly contributing to sales increases.
  - Assist with inventory processes, guaranteeing efficient stock management and orderly markdown procedures.
  - Collaborated with marketing divisions to develop promotional content that drove product visibility.
  - Performed market research for consumer behavior insights to inform strategy adjustments.

Talent Development

Performance Metrics

Sales Forecasting

Customer Experience

Ethical Compliance

## LANGUAGES

English Native

Spanish Proficient

## MY CAREER



● Merchandising Operations Manager at Retail Solutions LLC (5.4 Years)

● Senior Merchandising Analyst at Market Dynamics Inc. (3.1 Years)

● Merchandising Coordinator at Retail Ventures Group (1.4 Years)

- Engaged in effective vendor management to ensure punctual delivery and adherence to quality benchmarks.
- Participated actively in team meetings to sync merchandising initiatives with overarching business aims.

## LEADERSHIP & AWARDS

- Employee of the Month at Retail Solutions LLC for outstanding contributions to sales increase in Q3 2022.
- Recognized as a top performer at Market Dynamics Inc., contributing innovative strategies that led group success.

## EDUCATION

### Bachelor's Degree in Business Administration

University of Michigan 🎓 GPA: 3.8 📅 2016 📍 Ann Arbor, MI

**Coursework:** Financial Management, Marketing Strategies, Operations Management, Consumer Behavior

## CERTIFICATIONS

- Project Management Professional (PMP) 📅 2021
- Six Sigma Green Belt 📅 2020

## TECHNICAL SKILLS

- **Project Management Tools:** Trello, Asana, JIRA
- **Analysis Software:** Excel, Tableau, SPSS
- **Communication Tools:** Slack, Microsoft Teams, Zoom
- **Inventory Management Systems:** Oracle, SAP, Manhattan Associates
- **Financial Forecasting Tools:** NetSuite, QuickBooks, Hyperion
- **CRM Software:** Salesforce, HubSpot, Zoho CRM
- **Data Visualization Tools:** Tableau, Power BI, Google Data Studio
- **Vendor Management Platforms:** Ariba, Coupa, SynerTrade
- **POS Systems:** Square, Shopify, Lightspeed
- **Marketing Automation Tools:** Mailchimp, Marketo, Hootsuite

## PROFESSIONAL AFFILIATIONS

- Member of the National Retail Federation, exchanging industry insights and innovations.
- Volunteer at local non-profit, focusing on community enrichment through educational initiatives.

## ADDITIONAL INFORMATION

**Work Status** : Authorized to work in United States. No sponsorship required.

## REFERENCES

AVAILABLE ON REQUEST