

SHEHROZE RASHID

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EDUCATION

Bachelor of Science (BS), Multidisciplinary Studies (Process Management) | University of Maryland – Baltimore County | **December 2023**

HONORS & AWARDS: *Cathy Hiebler and Chip Hiebler Scholar, Outstanding Professionalism Certificate (UMBC)*

EXPERIENCE & IMPACT

7-Eleven | 2012 – Present

Multi-Unit Store Leader (3 Stores over 11 years; \$1.5M+ Annual Volume per location)

Barneget, NJ: July 2019 to Feb 2021

- Maximized and improved store operations by leveraging Kaizen and Lean Management principles in restructuring store management, streamlining business processes, and eliminating waste in a **24/7/365** operating environment.
- Managed the operations of **3** stores with **20+** employees each while overseeing a daily customer base of **1500+ daily** and achieving **\$1.5M** in yearly sales, and increased **GP from 30% to 36%** gross profit (GP) margin.
- Rotated, replenished and forecasted inventory using POS (Point-of-Sale) and ordering systems.
- Optimized store layout and performed product assortment, strategic placement of items to increase revenue and attract customers to increase average customer bucket from **\$6 to \$7** average.
- Ensured accurate pricing displays and systematically matched prices in system to price labels.
- Improved productivity per head (PPH) of 20 staff members by leading, training, and mentoring employees, sustaining high morale during peak seasons while maintaining high levels of customer service.
- Increased store sales by **17%** annually, bringing additional revenue within 3 years, through effective upselling, inventory optimization, slow-moving/dead items removal, and strategic product assortment.
- Achieved a promotion to the NJ location, exemplifying exceptional performance, strategic leadership, and a commitment to maintaining customer service excellence and profitability.
- Trained employees on routine store maintenance to save **14%** annually on external vendor repair costs.

Key Achievements

- Led and developed a 7-Eleven hot-food initiative in collaboration with a business intelligence team, enabling the launch and implementation of a post-sale heating program across **12+ states** with minimal costs, a mutually beneficial initiative for customer and company achieving a 27% revenue growth and 6% increased gross profit in 6 months.

Store Manager, Baltimore, MD (\$1.3M Annual Volume)

February 2012 – July 2020 / February 2021 – Present

- Improved annual **GP by 6%** by facilitating informed inventory management decisions and leveraging business intelligence analytics and demand forecasting to identify patterns in sales, seasonal variations, and outlier products.
- Boosted overall operational efficiency, utilizing Lean Six Sigma principles to optimize inventory replenishment, enhance quality control processes, and reduce the time required for employee tasks.
- Upskilled and trained **20+** new hires, efficiently integrating them within a diverse team; maintained high retention rates even during challenging times by fostering a positive and collaborative work environment.
- Analyzed P&L statements to optimize inventory for the highest net revenue, ensuring strategic and financially sound inventory management to generate highest net revenue.
- Upheld the highest standards of health and safety by adhering to prescribed cleanliness and sanitation protocols aligned FDA (Food Drug Administration) guidelines achieving 80%+ customer experience surveys.
- Managed administrative tasks including daily shift reports, lottery reports, inventory audits, and employee payroll, ensuring seamless and organized operations within a fast-paced retail environment.

CORE COMPETENCIES

Process Improvement | Sales Growth | Retail Management | Inventory Management | Operational Efficiency | Kaizen Principles | Lean Management | Strategic Leadership & Development | Profit and Loss Analysis | Business Intelligence | Demand Forecasting | Project Management | Employee Training | Financial Management | Health and Safety Compliance | Administrative Management

ADDITIONAL INFORMATION

Technical Skills: ArcGIS Business Analyst, MS Office Suite, Photoshop, Website Design, Microsoft Power BI |

Languages: Bilingual in English and Urdu