# Marcus Lee

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## Professional Summary

Results-driven retail operations leader pivoting into project management with proven skills in team leadership, workflow optimization, and budget management. Completed Google Project Management Certificate and led major store improvement initiatives using Agile principles. Strong collaborator with a passion for delivering value through process improvements and stakeholder alignment.

## Key Skills

• Project Planning & Execution  
• Agile & Scrum Methodologies  
• Budgeting & Cost Control  
• Cross-Functional Team Leadership  
• Workflow Optimization  
• Stakeholder Communication  
• Retail Operations

## Certifications

• Google Project Management Certificate – Coursera, 2024

• Agile Foundations – LinkedIn Learning, 2023

## Projects

Retail Workflow Optimization Project

- Applied Agile methodology to redesign daily task tracking system  
- Reduced staff overtime by 15% and improved scheduling efficiency  
- Presented findings to regional leadership team

Store Renovation Launch

- Managed $120K budget for in-store redesign  
- Coordinated with contractors and vendors across phases  
- Completed project 2 weeks ahead of schedule

## Professional Experience

Retail Manager

SuperMart, Chicago, IL

May 2016 – Dec 2023

- Led a team of 15+ associates in daily store operations  
- Increased quarterly sales by 18% through improved inventory and floor planning  
- Implemented customer service initiatives resulting in 25% higher satisfaction ratings

## Education

B.S. in Business Administration, DePaul University

Graduated: 2015

## Tools & Platforms

Trello · Asana · Microsoft Project · Google Workspace · Slack