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# TRACIE KAY GAMBILL

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## Skills

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### Computer Skills

All Windows operating systems Microsoft Office Applications (Word, Excel, Power Point and Publisher) Internet proficient

### Organizational skills

Decision Making · Delegating · Planning · Problem Solving · Meeting Management

### Merchandising/visual skills

Executing company merchandising strategies. Creating and maintaining visual displays in the store windows and on the sales floor. Contribute to the profitability of the store with merchandise handling, replenishment, and inventory control efforts. Collect, review and feedback of the goods. Handle the queries and problems regarding product delivery, new stock, defective product, etc.

### Instruction/Training

Systems and Operations Trainer. Systems and Operations Trainer is multi-faceted, systems expert; an operational efficiency expert; a leader throughout the new store set up process and a facilitator for all store systems training. Responsibilities include educating new store teams, both associates and members of the Store Leadership Team, on basic and advanced functions of the store systems - iTime, POS, RMM and the web. System certification and turnover in preparation for "go live."

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## Work experience

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Nov 2011 - Present

Team Leader and Material Handler

*FedEx Indianapolis Hub*

Responsible for unloading FedEx aircraft, containers, and vehicles. Loads and unloads aircraft, containers, and company vehicles in a safe and efficient manner.

Ensures cargo is properly secured and tied down. Separates packages by service type and destination, in accordance with established procedures. Ensures the use of safety procedures in handling packages.

Checks materials for system records match, packaging and obvious physical damage/defects, following established policies/procedures for disposition if required. Performs inventory stock audits when assigned to stock supply area. Handling U.S. mail.

Controls and runs the handling line as well as assists manger with his duties. Responsible for inventory control and making the FedEx daily goals as set by engineering.

Oct 2007 - Sep 2011

Store Manager

*Coldwater Creek*

Made increasing movement up in the Regional Store Ranking. In 2007, upon attaining store management, the store ranked 43 out of 70 stores.

As of 2010, the store ranked #9 out of 77 stores.

Rankings are based on all sales and operational metrics.

Responsible for fostering and sustaining company core values while achieving: Superior customer experience, financial results, operational and visual excellence and compliance to all company policies and procedures.

Oct 2005 - Oct 2007

Operations Manager

*Coldwater Creek*

Hired in with Coldwater Creek as an Operations Manager/Assistant Store Manager. Promoted to General Store Manager within two years.

**Results Leadership**

- Embraces and promotes Coldwater Creeks' standards of exceptional customer service.
- Manages change through communication and positive support of all company initiatives.
- Executes leadership meetings and all store meetings.
- Achieves metrics and holds self and team accountable for driving results.
- Maintains the integrity of Coldwater Creek's brand identity through compliance of visual and operational directives.
- Demonstrates effective and successful prioritization and time management skills.
- Recognizes and rewards behaviors that reinforce both progress and success; utilizing all recognition programs.

**Thought Leadership**

- Able to identify, utilize and communicate financial indicators as directed by Senior Leadership.
- Ability to create and implement an action plan for financial success through analyzing historical results and reviewing current performance.

**People Leadership**

- Ability to identify, develop and retain high-potential employees.
- Able to anticipate and plan for long term staffing needs. Source, recruit and build a team with complementary strengths and skill sets needed to deliver the Coldwater Creek experience.
- Ensures an effective learning environment by utilizing training progressions, training modules and new hire workbooks.
- Able to coach in a team setting and manage performance through company tools.

**Personal Leadership**

- Inspires trust by maintaining a respectful work environment and fostering open communication.
- Models ethical behaviors of the organization. Protects confidential information and confronts actions that border on the unethical.
- Models Core Values of "Respect" as set by Coldwater Creek.
- Leads by example and demonstrates consistency between words and actions.
- Demonstrates accountability by accepting responsibility for personal and team results.

·Accepts all other related projects and/or duties assigned by Supervisor.

·Direct Report-District Manager

·Supervises-ASM, Leads and Sales Associates

Oct 2001 - Oct 2005

Softlines Manager/ Assistant Store Manager

*Bed, Bath and Beyond*

Held several positions while working for this company including:

- Customer Service Manager
- Operations Manager
- Training Manager
- Bath Department Manager
- Receiving Manager

Supervises the sales, operations and human resource functions of the store. The store management team usually consists of a General Manager, Hardlines Manager, Softlines Manager, Operations Manager as well as department managers for Receiving, Bath, Bedding and Bridal Registry. The store will staff approximately 10-20 Sales Associates depending on its sales volume.

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## Education

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Aug 2015 - May 2017      Bachelor of Science in Communications  
*Indiana University East*  
Professional Communications Associates Degree from Ivy Tech Community College 2015  
Accepted into the National American College Honors Program.

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## Areas of Expertise

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General Management. Marketing and Promotions. Merchandising. Business development . Team building – leadership. Inventory control. Maximizing profits. Management training. Budgeting. Property management. Purchasing. Customer service.

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## Interest

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Construction, Arts & Crafts, Technology, Cooking, Sports, Fashion & Trends, Animals, Interior Decorating

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## Certifications

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Systems and Operations Trainer  
*Coldwater Creek*

Kitchen Cabinet Design  
*Kemper Distinctive Cabinetry*

2016 - 2019      Collaborative Institutional Training Initiative  
*(CITI Program)*  
Verify at: [www.citiprogram.org/verify/?kbde41a75-a1d6-436f-a91b-76c0ce956ad0-20891465](http://www.citiprogram.org/verify/?kbde41a75-a1d6-436f-a91b-76c0ce956ad0-20891465)

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## References

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Available Upon Request