

ANTHONY PANISZCZYN

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RETAIL STRATEGY AND OPERATIONS DIRECTOR

Solutions-oriented Business Leader with experience guiding strategic planning and operations. Committed to creating a culture of excellence, quality, service, and profitability. Passionate about assisting individuals, leaders, and teams meet and surpass their goals. Exceptional talent in planning, decision-making, problem solving, and exceeding expectations.

AREAS OF EXPERTISE

Operations | Business Strategy Planning | Financial Analysis | SWOT Analysis | Labor/Workforce Management
Change Management & Execution | Process Design & Improvement | Inventory Management | In-store Selling & Engagement | Learning & Development | Human Resources | Team Leadership | Cross Functional Leadership | P&L Management | Customer Satisfaction | Facilitation | Omni-Channel

PROFESSIONAL EXPERIENCE

Staples Inc., Framingham, MA

June 1994-January 2024

Senior Director of Store Operations – US Retail 2016-2024

Oversaw core operations, labor planning, store operating model, workforce management, selling & engagement, HR/Learning & Development partnership and store roles and responsibilities; +1,000 stores; 5 Direct Reports; Total Team of 12

- Launched Execution/Compliance mobile app to improve performance of key merchandising initiatives and measure compliance of key operational programs. Included General Manager and District Manager views.
- Lead the development of a new Customer Engagement Model for all store associates; development included leading a cross-functional team, finalizing associate behaviors, and launching a computer-based training module.
- Lead the development and implementation of a monthly, app-based District Manager Store Walk; walk consisted of a balance of financial, operational and engagement metrics designed to build consistent and focused expectations and execution across all stores.
- Developed and introduced Quarterly Store Business Planning to store General Managers; overall objective was to improve Business Analytics and Planning at the store level; included SWOT analysis exercise.
- Served on Covid Task force; representing US Retail Operations; task force met daily and made legal, operational and people decisions in support of store teams; responsible for implementing all operations related elements.
- Co-developed and co-facilitated Time Management Course for all District Managers at 2016 Field Leadership Conference

Vice President of Sales and Operations- US Retail 2015-2016

Managed overall store operations, including core operations, store systems, store operating model, workforce management, labor planning, HR/Learning and Development partnership, customer conversion and field reporting and store roles and responsibilities; +1,000 stores; 6 Direct Reports; Total Team of 50

- Lead the update and refresh of the associate Selling Model, including cross-functional feedback and computer-based training module.
- Developed and introduced Productivity Management to stores; focusing on completing processes as designed and within the expected timeframe based on labor standards.
- Developed an Underperforming Stores Program, designed to provide District Managers and General Managers with a roadmap to identify key levers to improve their store performance.
- Selected to facilitate Situational Leadership training course to managers at Corporate Office

Director of Labor, US Retail Store Operations- US Retail 2010-2015

Oversaw developing annual labor strategies, managing associate and manager labor dollars hours for all stores via a task-based labor model; development, implementation and control of overall budget spend and labor; responsible for store structure (roles & responsibilities) and labor management/scheduling tools; +1,200 stores.

- Lead cross-functional initiative to develop and implement a new Store Operating model across all Staples stores, focusing on operating efficiencies, in-depth analysis of roles & responsibilities, job titles and labor cost savings

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- Lead the implementation of Kronos Scheduler and Time & Attendance application for all stores, including system integration, store facing tool and training documents.
- Lead the development and implementation of a store level seasonal Planning tool for Back to School and Holiday; tool included key planning elements (weekly sales, customer count, labor hours, temp hires needed, product receipt forecasts); tool is still in use.
- Lead the completion of Time Studies and Work Sampling (partnering with a 3rd party vendor) to ensure labor model standards were current and adjusted as necessary.

Sr. Manager of Promo Productivity- US Retail 2008

Managed selection, placement and sell-through of seasonal promotional products including partnering with Merchandising and providing incremental sales analytics; +1,200 stores.

- Developed reporting to measure incrementality of promotional product sales versus in-line product.

Sr. Manager of Labor- US Retail 2005-2008 & 2009-2010

Oversaw managing manager and associate labor for all stores, including development, implementation and control of overall budget spend; +1,200 stores.

Project Manager, Supply Chain & Inventory Management, Supply Chain 2003-2005

Selected by Executive Committee to be part of a cross-functional Supply Chain team to represent Retail Operations; team was responsible for co-developing and implementing a consistent Retail Inventory Management program (In Stock 4 the Customer) that included stores, distribution centers and inventory planning.

- Created the Inventory Specialist role; designed to execute all inventory integrity tasks; design included tasks by day and labor standards for each task.
- Redesigned process to unload trucks; designed to optimize labor hours by introducing efficient processes and
- Accomplishment

Divisional Sales and Service Manager, Division 1 Stores- US Retail 2001-2002

Handled strategically driving store sales through effective leadership, planning, analysis, direction, and support with responsibility for consistent execution of all sales and service programs; +350 stores.

Divisional Operations Manager, Division 1 Stores- US Retail 1999-2001 & 2002-2003

Managed strategically enhancing stores operations and profitability through effective leadership, planning, controlling, analysis, direction, and support with responsibility for consistent execution of all operations and expense management functions; +350 stores.

- Developed and implemented a District Manager monthly Balanced Scorecard to Division 1; ranked District Managers based on Sales, Profit, HR, Operational and Selling metrics; was well received and utilized during annual performance appraisal process.

Divisional Training Manager, Division 1- US Retail 1996-1999

Oversaw developing and executing Divisional training strategies to increase sales, service and operational excellence while developing an associate development culture; +350 stores.

General Manager, Glens Falls, NY 1996

Assistant General Manager, New London, CT 1995-1996

Sales Manager, New London, CT 1994-1995

NOTABLE STAPLES AWARDS AND CERTIFICATIONS

- 2004 CARE Award for In Stock 4 the Customer program; presented at annual Global Sales Meeting
- 2006 CARE Award for California Meals and Breaks Labor Planning Initiative; presented at annual Global Sales Meeting
- 2010 Chairman's Leadership Award
- 2014 Harvard Management Program Certification
- 2014 Chairman's Leadership Award
- 2015 Chairman's Leadership Award
- 2022 Mentoring Program (selected as Mentor)

ADDITIONAL WORK EXPERIENCE

Lechmere
Commissions Sales Manager

Sears, Roebuck
Management Trainee; Sales Development Manager

EDUCATION

Bachelor of Science (BS) – Business Management
Eastern Connecticut State University