

Scott McKinney

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PROFILE

Retail Leader with Consistent Success and Track Record

Experienced big box retail Manager with **consistent track record of improving profit, sales and shrink**. Innovative leader skilled in cost reduction while increasing associate engagement with a passion for people development and teaching processes to create a fun and more enjoyable working environment. Proven **ability to lead and implement change through strategic workforce planning** to achieve best in class results and provide top-notch service to our customers.

LEADERSHIP SKILLS

Experienced Big Box Retail | Balanced Leader | People Management | Business Acumen | P+L | Strategic Workforce | Planning Inventory Management | Influencer | Cost Reduction | Food Safety | Performance Management | Employee Engagement | Coach & Mentor

NOTEWORTHY ACCOMPLISHMENTS

- Revenues of **\$100M. Running flag ship retail stores** in the GTA.
- Nominee for '**Supercenter of the Year**' in 2012 plus hosting Walmart's International Board of Directors visit.
- Headcount of over 400 associates and through migration and forecasting analysis of current and future talent needs for the pivotal roles in operations restructured departments to a headcount of 318. **Savings of \$500K + in wages.**
- Led the financial services team within our district which included the MasterCard and product protection plans. By **implementing a 3step process which was used across 15 stores**, achieved **3000 applications over plan** and an attach **rate of over 10%.**
- Increased associate engagement by an **average of 5% per year**. In 2010 had the **highest engagement increase in company history of 39%.**
- **Shrink reduction of 0.20% or \$150K +.** Shrink control has been best in class having reduced inventory while maintaining goods in stock.

PROFESSIONAL EXPERIENCE

Giant Tiger, Hamilton
Store Owner/Manager

2019-2025

Responsible for successful execution of company programs. Sales growth and profitability. Buying and sourcing products for re-sale working closely with vendors. Engaging talent to perform at their highest level daily to provide a better shopping experience to our valued customers. Ensuring Safety controls and programs are in place. **Best in class PBOF, Sales and inventory management. Recognized as a Top tiger within the company.**

REXALL PHARMACY GROUP LTD, Toronto | Niagara | Northern ON
District Manager

2015-2019

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Multi-channel leadership responsible for leading company programs while building talent and engaging store teams. Responsible for 26 stores and over 600 employees in a unionized and non-unionized environment. Drove sales growth, profitability and employee engagement. Creating programs, training programs. Supporting RX services to provide great patient care while improving our health care system.

WALMART CANADA, Toronto | Windsor

2007-2015

Store Manager

Revenues \$100M. Key Partner with District Manager to ensure successful execution of company programs.

Responsible for driving sales growth, profitability and engagement while **leading a team of over 400 associates**. Accountable for development of the operating unit, ensuring company processes and initiatives are in place. Strategizing, problem solving and critically thinking. Responsible for fostering a clean safe working environment. Partner in the community to help understand the needs of the customer to improve overall service.

□ Honor of hosting Walmarks International Board of Directors visit

The most exciting moment in my retail career and biggest visit one could ever receive in retail. **Toured with 30 Board of Directors of Walmart International** that included the Walton family (founder), Mike Duke (President/CEO) and David Glass (Former President/CEO).

□ Financial Services District Champion

Financial Services **District Leader of 4500 associates**. Improving the district results and created a 3-step process that was rolled out to all Customer Experience Manager at a District Meeting. Created role-plays and a weekly spread sheet which had to be submitted weekly before my Financial Services conference call. The impact of this process changed the way on how to drive Financial Services within our stores to an easy 1,2,3 system. Increased engagement at our front ends and benefits the associates would receive by selling more. **The new approach was shared with other Districts as are results were best in class.**

SPECIALIZED TRAINING

Leadership Development (Walton Institute/Good to Great) - What great store managers do?

2013

Key Techniques to improve overall leadership and development of teams 400+.

- **Circle arrow circle** - 3 step process used to identify the current state, definition of success and the plan of action
- **Balanced Leader** - People, process and results
- **Levels of Involvement** - Decide and announce to consensus

Leadership Development (Fresh Blast)

2011

Certification and Understanding how to sell fresh food.

- **FSA safety Standards** - Understanding how the cold chain works for different types of foods. Cleanliness expectations, rotation and recording records
- **Quality Control** - The different grades of food
- **Presentation** - The process in which to display the different types of fresh foods

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EDUCATION

Mechanical Engineering, Durham College, Oshawa, ON

Mechanical Engineering, St. Lawrence College, Kingston, ON

INTERESTS / AFFILIATIONS

- Volunteer Role - (CMN) Children's Miracle Network, Toronto 2007-2015
- Very active currently playing in Adult Safe Hockey League, Whitby 2007-2015