DAVID VANDYKEN

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PROFESSIONAL SUMMARY

Results-driven Retail Management professional with over 7 years of leadership experience specializing in front-end operations, team development, and performance optimization. Proven track record of stepping into high-accountability Manager-on-Duty (MOD) roles to drive sales growth, manage labor budgets, and enforce loss prevention standards. Skilled in cultivating high-performing team cultures, reducing shrinkage, and maintaining operational excellence across fast-paced retail environments.

CORE COMPETENCIES

Operational Leadership: Front-End Operations, Manager-on-Duty (MOD), Opening/Closing, Shift Leadership

Team Development: Staff Onboarding, Mentorship, In-the-Moment Coaching, Retention

Financial Control: Labor Budgeting, Schedule Adherence, Safe Reconciliation, Auditing

Inventory & Loss Prevention: Asset Protection, Inventory Control, Shrinkage Reduction

Customer Experience & Logistics: Escalation Management, Service Standards, Task Prioritization, Route Optimization

PROFESSIONAL EXPERIENCE

Dollar Tree — Assistant Manager

February 2025 – Present | Sarasota, FL

- Stepped in as Acting Store Manager during extended leadership absence, taking full accountability for daily retail operations, labor management, and strategic sales execution.
- Drove sales performance exceeding daily forecasted revenue goals on 4 out of 6 operating days, securing $34,134 in total sales prior to final reconciliation.
- Optimized labor efficiency by managing workforce schedules, reducing total labor hours to 270.5 against a 291.5-hour budget while maintaining operational standards.
- Led team associates in daily front-end and back-end operations, cash handling, logistics, and merchandising strategy.
- Delivered one-on-one training, mentoring, and real-time coaching to incoming associates, boosting productivity and retention.
- Served as primary point of contact for resolving complex customer escalations, maintaining high satisfaction ratings and safety compliance.

Self-Employed — Founder & Independent Contractor

March 2020 – January 2025 | Sarasota, FL

- Executed end-to-end operational planning, business registration, and regulatory compliance paperwork for an independent startup venture.
- Conducted localized market research, competitive analysis, and financial budgeting to structure a viable business model.
- Managed self-directed transportation and logistics service via Uber platform, maintaining top metrics for time management and client satisfaction.
- Allocated capital resources effectively, balancing operational expenses, tax compliance, and daily financial tracking to maximize revenue.

Walgreens — Shift Leader

August 2019 – March 2020 | Wyoming, MI

- Executed daily Manager-on-Duty responsibilities, including multi-department supervision, accurate safe counts, inventory auditing, and photo department logistics.
- Reinforced asset protection strategies to minimize inventory shrinkage and preserve store assets.
- Supervised floor staff to ensure smooth shift transitions, operational alignment, and strict adherence to corporate policy.
- Resolved escalated customer service concerns with high professionalism to protect brand reputation.

PROFESSIONAL EXPERIENCE (CONTINUED)

Sam's Club — Team Leader / Supervisor June 2017 – September 2018 | Kentwood, MI

- Led a high-performing team in a fast-paced big-box retail environment, focusing on operational productivity and customer engagement.
- Managed daily cash counts, opening/closing checklists, and facility compliance standards.
- Partnered with store management to drive sales promotions and membership upgrade initiatives.

Dunes Resort — Grounds Keeper / Housekeeping Supervisor March 2016 – August 2016 | Douglas, MI

- Supervised and scheduled a 3-person team, prioritizing workloads and keeping inventory records up to date.

Admiral Petroleum — Assistant Manager January 2015 – March 2016 | Lowell, MI

- Promoted to Assistant Manager within 3 months to oversee store operations, vendor relations, staff scheduling, and associate training.

EDUCATION

High School Diploma — Grand Rapids Christian High School Grand Rapids, MI