

Lisa Rondholz

Senior Retail Operations Manager, USA at Alexander McQueen

New York, NY, USA

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Languages

English (Fluent)

About

BRANDS WORKED WITH

Alexander McQueen

DbA Accessories

Paul Smith

Threes Brewing

Experience



● Senior Retail Operations Manager, Americas

Alexander McQueen | Feb 2017 - Sep 2021

Oversee the operational responsibility and standardization for the US Retail business, to include efficient review and definitions of all in store policies and procedures.

Coaching and management of retail teams to meet store targets and individual sales goals, as well as deliver retail excellence across the network.

Direct and support all New Store Openings in the US to ensure efficient execution of the agreed schedule as required by the business. Develop, distribute and oversee checklists for all departments to ensure cohesive, successful openings.

Project management of Minor Works in all retail stores and responsible for overseeing the CapEx and Repair & Maintenance budgets for the region.

Responsible for the facilities management of all US locations by partnering with third party vendors relating to repairs and maintenance, plumbing, electrical, cleaning, furniture, office supply procurement, and HVAC, while ensuring that contractual obligations are being met by third parties.

Responsible for monthly P&L review for all DOS, and annual budget forecasting for all Retail locations.

Responsible for the creation and deployment of onboarding training checklist and training program for all new hires.

Define and deploy all client-facing services, both in store and after sale, to ensure that the retail experience is delivered to the highest standards.

Overall management of all aspects of stock and inventory control procedures across the US Retail locations, including annual inventories, while reducing annual shrink across the network.

Management of quality assurance programs including on site evaluations, loss prevention internal audits and Mystery Shopping/NPS programs.

Development of all communication strategy and supporting operational tools via SharePoint to ensure the effective dissemination of information across the Retail business.

Creation, analysis, and management of KPI reporting.

Responsible for Omni-channel initiatives across the network, to include store roadmaps, application launches and team trainings.



● Retail Operations Manager, USA

Paul Smith | Jun 2008 - Feb 2017

Active in new US store openings and assisted in the management of all retail systems within the US stores.

Managed the store stock control processes and fraud prevention.

Managed local US retail reporting requirements.

Assisted with retail IT prospects and upgrades in conjunction with the UK Head Office.

Assisted with the recruitment within the shops and managed payroll, 401k, and health insurance for US staff.

see less



● Retail Operations Administrator, USA

Paul Smith | Apr 2004 - Jun 2008

Active in new US store openings and assisted in the management of all retail systems within the US stores.

Managed the store stock control processes and fraud prevention.

Managed local US retail reporting requirements.

Assisted with retail IT prospects and upgrades in conjunction with the UK Head Office.

Assisted with the recruitment within the shops and managed payroll, 401k, and health insurance for US staff.

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- **Wholesale Sales Assistant**

DbA Accessories | May 2003 - Apr 2004

Assisted Account Executive on accounts in excess of \$5 million annually. Accountable for inventory control and allocation of product.

Controlled inventory levels and processed customer applications and sample requests.



- **Director of Sales Operations**

Threes Brewing | Sep 2021 - Now

Responsible for connecting the production brewing business and sales channels, designing, and maintaining scalable, efficient systems.

- Own the brewery office operating systems, including data and information organization and analysis, processes, communication, documentation, and software.

- Liaise with accounting for all financial related matters, including issuing invoices and purchase orders between the brewery and our suppliers, distributors, and other partners.

- Oversee file management and reporting for the entire line of business. Assist in managing and analyze the brewery P&L, COGS, profit margins, pricing, and other KPIs.

- Partner with marketing department to help promote relevant initiatives.

- Work with Head Brewer to create the brew schedule, purchase ingredients, supplies, and equipment, and maintain the brewery.

- Responsible for managing supply chain logistics and transportation across the entire network.

- Assist with the purchasing and inventory management for all packaging materials.

- Support the Director of Sales on batch split allocations, pricing, and general go-to-market strategy.

- Supervise inventory management for all trade merchandise.

- Oversee new item setup, including maintaining a database of UPC codes to preserve and grow relationships with big box retailers.

- Assist with management of compliance across various government organizations and geographies.

Education & Training

1997 - 1999

- **Fashion Institute of Technology**

Fashion Merchandising Management AAS, Fashion Merchandising Management

1995 - 1997

- **San Diego State University-California State University**

N/A, Business Management