

## DISTRICT MANAGER

# Nordra Brown

## PROFILE

Driven professional, with 21 years of progressively responsible retail experience, including 20 years supervisory skills and 18 years retail management experience. Employs excellent leadership skills and multi-tasking strengths. Recognized for ability to plan, prioritize and problem solve. Skilled in building strong leadership teams that executes company initiatives and achieve top results. Experienced in complex, fast paced environment. Dedicated to customer satisfaction.

## EXPERIENCE

DISTRICT MANAGER, STARBUCKS COFFEE COMPANY, ORLANDO, FLORIDA 2015-PRESENT

- Supervised all aspect of \$16.5M business operations including Profit and Lost analysis, controlling metrics and strategic alignment to business practices.
- Led a team of up to 14 store managers, 4 assistant store managers and 250 other employees.
- Ensured compliance with corporate policies/procedures, and state and federal regulations.
- Implemented all business incentives, including prompt initiation of action plans to correct below threshold performance.
- Provided guidance and support in developing action plans to address areas requiring improvement and ensured compliance in all operations.
- Managed various personnel functions including recruiting, hiring, succession planning, disciplinary actions, grievances, and promotions.
- Built relationships strong relationships with other district managers, facility manager, and partner resource manager.

STORE MANAGER, STARBUCKS COFFEE COMPANY, SPRING HILL, FLORIDA 2007-2015

- Top 10% of stores in the Region on company Area scorecard for FY'10, 11, 12 and 14.
- Increased sales comp year over year for 5 years.
- Total Store Turnover and Stability results above national expectation for 5 consecutive years, top 5% in Region in FY'12
- Maintained Customer Voice performance over 80% for 5 consecutive years

- Executed QASA scores above 95% for last 5 years
- Successfully trained two (2) retail store managers and mentored laterally within and outside district
- Assists District Manager in developing strategic and operational plans to support execution of regional and company initiatives.
- Conducted unannounced QASA audits on under-performing stores, which resulted in those stores achieving scores above 95% in next audits.
- Selected by Regional Director and District Managers to represent Area in District Manager meetings as well as serve as DM proxy
- Leverages annual community events such as Local Health Fair, Toys for Tots and Relay for Life to give back to the community in time and donations.

## **EDUCATION**

Florida Atlantic University, Boca Raton, Florida - Bachelor of Arts in Chemistry, 2004

Broward Community College Honors Institute, Davie, Florida - Associate of Arts, 2002

Diploma in Theology & Business Development, 2023

Diploma in Ministry Leadership, 2024

## **SKILLS**

- Team Building & Mentoring Skills
- Business Acumen & Problem Solving
- Operations and Sales Management
- Customer Service
- Human Relations & Interpersonal Skills

## **AWARDS**

District Manager of the Year FY23

District Manager of the Quarter Q1 FY23

Consistently Top 10% in Area and Regional Metrics FY24