

PHILLIP R. BECK

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RETAIL STORE & MULTI-UNIT OPERATIONS LEADERSHIP

PROFESSIONAL SUMMARY

Retail operations leader who specializes in turnarounds and staffing rebuilds. Directed a four-store, \$12M drugstore portfolio, and most recently drove a ~\$4M operation to its highest profit on record. Leads from the floor, manages to the P&L, and builds the bench so results outlast the turnaround.

CORE COMPETENCIES

Multi-Unit Store Operations · P&L & Budget Management · Store Turnaround & Performance Improvement · Team Building & Leadership Development · Payroll & Labor Management · Loss Prevention & Shrink Control

PROFESSIONAL EXPERIENCE

Store Manager

Mar 2025 – Present

Goodwill Industries of Middle Tennessee, Nashville, TN

- Lead a ~\$4M, 158,000-transaction operation that converts 80,000+ annual donations into 1M+ sales-floor units.
- Manage a team of 50 and a ~\$1.4M payroll. Directed a full staffing turnaround that rebuilt the leadership team and drove 15.6% year-over-year transaction growth in the first full year.
- Grew the store to its highest bottom-line profit on record and raised its Google rating from 2.9 to 3.6 stars.

Store Manager

Sep 2022 – Jan 2025

Big Lots, Inc., Murfreesboro, TN

- Led full-store P&L and daily operations across sales, payroll, inventory, and merchandising.
- Built the furniture business into one of the region's top-performing departments and served as District Furniture Subject Matter Expert.
- Recruited and developed associates and supervisors while driving merchandising standards and shrink control.

Field Representative

Nov 2019 – Aug 2022

The Nielsen Company, Middle Tennessee

- Managed a territory panel of 90+ households in Nielsen's national consumer-measurement programs.
- Safeguarded the accuracy and timeliness of data feeding Nielsen's market research.

Multi-Store Manager

May 2014 – Nov 2019

Walgreens, Mt. Juliet, TN

- Directed four drugstore locations generating \$12M+ in combined annual revenue with a team of ~120.
- Ran hiring, training, scheduling, and performance management for store leadership and associate teams.
- Drove sales and customer-satisfaction targets while upholding loss-prevention and compliance standards.

ADDITIONAL EXPERIENCE

Store Manager, Rite Aid Pharmacy · Store Manager, CVS Pharmacy

RECOGNITION & ACHIEVEMENTS

- Store Manager of the Year, Walgreens
- Top Talent Designee, Walgreens
- Paragon Award, CVS Pharmacy
- District Furniture Subject Matter Expert, Big Lots

EDUCATION

University of North Georgia
Computer Science coursework