

MATTHEW MEISEL

Charleston, SC | m: 916-752-4773 | mjmeisel@yahoo.com | [LinkedIn](#)

Strategic Operations Leader Driving Growth through Innovation, Collaboration, & Excellence

Dynamic operations leader with a proven track record in optimizing organizational effectiveness, fostering a vibrant workplace culture, and enhancing operational efficiency across diverse industries. Skilled in talent management, HRIS implementation, and compliance management, with a focus on driving revenue growth and improving employee engagement. Recognized for spearheading innovative strategies and fostering cross-functional collaboration to achieve company objectives. Excels in fast-paced environments, delivering measurable results and driving continuous improvement.

CORE COMPETENCIES

- Strategic Leadership
- Talent Management
- Operational Efficiency
- Workplace Culture Enhancement
- HRIS Implementation
- Compliance Management
- Revenue Growth Strategies
- Employee Engagement
- Performance Management
- Cross-functional Collaboration
- Organizational Effectiveness
- Succession Planning
- Innovation Initiatives
- Market Analysis
- Continuous Improvement

PROFESSIONAL EXPERIENCE

CHARLESTON COUNTY SHERIFF’S OFFICE, OCT 2024-PRESENT
Deputy Sheriff

ARIZONA STATE UNIVERSITY, MAR 2022 – DECEMBER 2024
Instructional Aide, College of Integrated Sciences

- Develop structured curriculum for undergraduate Project Management and Leadership courses, ensuring alignment with academic standards and promoting effective learning.
- Foster collaborative relationships with online and in-person students, facilitating access to university resources and supporting their academic pursuits.
- Enhance course delivery for undergraduate and graduate-level classes, contributing to an improved learning experience for over 500 students annually.
- Implement innovative teaching methods and materials, resulting in a notable 20% increase in student engagement and comprehension.
- Collaborate with faculty to identify areas for curriculum improvement, contributing to ongoing enhancements in course effectiveness.
- Provide comprehensive support to students, addressing academic inquiries and fostering a supportive learning environment.

RITE AID, DEC 2022 - MAR 2024

Regional Director, Store Operations

- Spearheaded the budgeting, execution, and implementation of innovative sales strategies, driving a 20% increase in annual revenue and a notable 15% growth in market share.
- Managed operations across 30 locations in Northern California and Nevada, overseeing 30 direct reports and indirectly leading 200 employees, ensuring consistent service excellence and operational efficiency.
- Supported procurement and inventory management functions to optimize stock levels and cost-effective purchasing decisions.
- Played an integral role in the successful implementation of the workday HRIS system, enhancing productivity and saving the organization \$2MM in payroll efficiencies.
- Developed and executed an 18-month succession planning initiative, significantly reducing management turnover from 100% to under 20% annually, ensuring high retention rates.
- established cross-functional stakeholder relationships with real estate, facilities, and store ops, fostering efficient and streamlined processes across the region.
- Implemented innovative sales strategies and marketing campaigns, resulting in a 25% increase in customer acquisition and a substantial 30% improvement in customer retention rates.
- Led a diverse team of 100+ employees, including sales, marketing, and operational staff, fostering a culture of high performance, collaboration, and continuous improvement.

NATIONAL VETERINARY ASSOCIATES (NVA), NEVADA & UTAH, JAN 2022 - DEC 2022

Regional Operations

- Led operations, initiatives, and business functions for NVA veterinary practices within assigned divisions, overseeing a portfolio exceeding \$100M in revenue.

- Engaged with veterinary practices, specifically Doctor of Veterinary Medicine (DVMs), to enhance operational processes and profitability, resulting in over a 50% increase in efficiencies.
- Synthesized local growth initiatives, delivering consistent profit margins and client experiences, achieving a 20% return on investment (ROI) on new processes.
- Executed strategic succession plans, slashing leadership turnover from 80% to 20%, surpassing EBITDA targets with a 4% increase, achieved through operational optimization and staffing enhancements.
- Drove a strategic partnership with Utah State, streamlining veterinary recruiting and collaborating on portfolio-wide budgeting and forecasting, resulting in significant cost savings and a robust talent pipeline.
- Managed accounting operations and oversaw 25 hospitals in Utah and Nevada, ensuring financial and operational excellence.
- Led end-to-end talent acquisition, including recruitment, contracting, and succession planning for Doctor of Veterinary Medicine (DVMs), optimizing organizational talent, and ensuring effective talent management strategies.

99 CENTS ONLY, NORTHERN, CALIFORNIA & NEVADA REGION, JAN 2021 - DEC 2021

Director, Store Operations

- Managed the full life cycle of recruiting efforts for Store Managers, District Managers, and Senior Leadership positions, resulting in annual cost savings of \$2MM by sourcing quality candidates.
- Integrated and led the implementation of a new hiring candidate assessment tool, reducing bias and expediting hiring processes, resulting in an annual cost savings of \$5MM.
- Conducted a comprehensive market SWOT analysis on competitor compensation and rewards, leading to a 50% reduction in turnover and saving \$10MM annually in costs.
- Established and strengthened cross-functional stakeholder relationships with Real Estate, Facilities, and Store Operations, resulting in increased revenue by \$10MM annually.
- Implemented a technology-driven recruitment process by overseeing stores in Northern California and Nevada, ensuring operational efficiency and standards adherence, and facilitating a seamless transition to the HireVue hiring tracking system.
- Played a key role in implementing a new operational inventory system, improving truck unloading processes, and enhancing product availability for customers.
- Supervised a team of 20 direct reports, overseeing talent development, recruiting, sourcing, and career growth, managing payroll processing and expense report management for 300 indirect reports, ensuring accuracy and compliance.
- Conducted employee relations investigations, terminations, and corrective action processes, maintaining a positive work environment, and fostering employee satisfaction.

LUXOTTICA, NORTHERN, CALIFORNIA REGION, JUN 2019 - DEC 2020

Senior Regional Manager

- Expanded company revenue through brand awareness, in-store initiatives, and cross-functional collaborations, resulting in a \$130MM annual increase.
- Led innovative technology integration in stores to optimize operations and drive revenue growth, reversing a 20% downward trend in in-store profitability, showcasing expertise as a turnaround specialist.
- Introduced diversity strategy, boosting retention by 40% and fostering diverse hires, creating a profit scoring model to enhance the client experience.
- Managed 60 locations, including doctors' offices, across Northern California and the SF Bay Area, implementing a robust Net Promoter Score platform that doubled the region's score from 40% to 80% within a year.
- Collaborated in designing a hiring tool to ensure diversity, equity, and inclusion during initial interview processes.
- Led sales training meetings across the West Coast, utilizing CRM data and customer reviews to drive incremental sales and achieve a close rate above 75% in collaboration with store leadership.
- Facilitated communication with eye doctors to meet patient needs and overhauled sales and operational strategies to align with customer preferences, resulting in a 20% increase in profits.
- Managed a team of 200 (30 direct reports), and provided mentorship on growth targets, development, and profit-improvement strategies, collaborating with the Ohio home office for additional support.
- Collaborated with VP of Operations on new rollouts, identified as Territory Vice President candidate, and enhanced company-wide training with the learning and development team.

EXPRESS, NORTHERN CALIFORNIA, PACIFIC NORTHWEST, & NEVADA REGION, SEP 2017 - JUN 2019

District Manager

- Directed budgeting and profitability efforts for stores spanning California, Nevada, Washington, and Oregon, ensuring financial stability and growth across a multi-state region.
- Led a diverse team of 20 direct reports and 150 indirect reports, fostering a culture of accountability and excellence to achieve district-wide objectives.
- Formulated and executed a comprehensive sales model to maximize store profitability, collaborating closely with store teams to drive successful implementation.

- Collaborated with marketing counterparts to ensure effective fashion merchandising strategies were executed, enhancing brand presence, and driving sales across all markets.
- Spearheaded the implementation of a new team development strategy, including 9-box ratings, 18-month succession planning, and tailored development plans, resulting in improved employee retention and career progression.
- Played a pivotal role in launching e-commerce initiatives such as ship-from-store and pick-up-in-store, contributing to a substantial \$20M increase in net revenue within the inaugural year.
- Provided guidance and resolution in employee relations matters, supporting store teams in resolving issues and maintaining a positive work environment conducive to employee satisfaction.

ADDITIONAL WORK EXPERIENCE

ROSS FOR LESS, SAN JOSE, CA

District Manager

EDUCATION AND CREDENTIALS

MASTER OF SCIENCE (M.S.) *Organizational Leadership*

Arizona State University

BACHELOR OF ARTS (B.S.), *ORGANIZATIONAL LEADERSHIP*

Arizona State University

CLASS ONE LAW ENFORCEMENT CERTIFICATION

South Carolina Criminal Justice Academy

AWARDS & HONORS

Arizona State X4 Dean List Honors, Graduated Summa Cum Laude, Outstanding Graduate Award

PROFESSIONAL AFFILIATIONS

Omicron Delta Kappa-National Leadership Lifetime Honors Society

ADDITIONAL INFORMATION

Technical Proficiencies: Workday, Microsoft Office Suite, CRM, HRIS, LMS, Canvas System, Data Analytics Tools, Project Management Software, Financial Reporting Software, Social Media Management Tools, ERP Systems, ATS, CMS, EHR Systems

Interests: Surfing, skiing, snowboarding, hiking, yoga, fishing, research, golfing and boating.