

# WILLIAM (BILL) BURMASTER, M.S.

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## Professional Summary

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Business Leader with proven ability to develop and implement business management goals. Creates business strategies, allocates resources, finds ways to increase productivity and assesses employee performance. Liaises with partners and suppliers. Strong business acumen and managerial abilities.

## Skills

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- Customer-oriented
- Exceptional time management skills
- Business operations
- Process improvement
- Operational improvement
- Team management
- Relationship development
- Project organization
- Problem resolution
- Supervision
- MS Office

## Work History

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### Store Manager

12/2024 to Present

#### Ollies Bargain Outlet – Lockport, IL

- Built a new store from the shelving up to Grand Opening Ready. Included inbounding, processing, and stocking 30 trucks a week. Completing the project over one week ahead of schedule.
- Conducted job fairs and interviews to hire 20 regular and 30 temporary staff members for the new store construction and opening.
- Over one year in operation the store is exceeding the projected sales plan by 24%, traffic count by 15%, and return traffic by 9%.
- Train and develop the staff in the organizations policies and procedure for a safe work environment.
- Train and develop the staff in the organization's customer rewards program. This included best practices that were part of the everyday expectation; with a result of being one of the Top 10 stores consistently in the region and in the top 20% in the entire company each month.

## **District Training Manager/Special Projects Coordinator/Store Manager**

12/2013 to 8/2024

### **Big Lots Stores Inc. – Lockport, IL**

- Charged with leading store associates and sales associates in Bolingbrook, IL, Bourbonnais, IL, Burbank, IL, Crest Hill, IL, Calumet City, IL, Lockport, IL, and Aurora, IL.
- Drive our stores charity campaign to be the top store in Illinois, Indiana, Iowa, Minnesota, and Wisconsin raising money for Nationwide Children's Hospital, National Veterans Memorial & Museum, and the American Heart Association's "Go Red for Women".
- Develop connections and set-up a process with local food pantries in Will and Kankakee Counties to take non-sellable food, HBC, and other needed items to reduce waste.
- Engaged and interacted with customers to create positive shopping experiences and drive revenue growth.
- Maintained guest-friendly environment to drive sales, repeat business and service.
- Offered expertise in inventory management and current stock levels to internal teams and customers to facilitate accuracy and product availability.
- Interviewed, trained and coached 30-member team to achieve company and store goals.
- Maintained strong vendor connections, including arranging pricing and delivery structures and managing specific shipment or paperwork concerns.
- Evaluated supplies and product inventory to check for quality and quantity issues and returned unacceptable materials to vendors to obtain replacements or refunds.
- Kept all documentation and records accurate and up-to-date with latest data to prevent errors in processing or delivery.
- Created and enforced detailed organization processes to increase quality service standards.
- Maintains and operates a central HUB location for online sales and fulfillment of orders going consumer direct for the Chicago, Northwest Indiana, and Southeast Wisconsin Metro Area.
- Work with various General Office Partners on coordinating resources, logistics, and people to construct new stores, and remodel existing stores within the Chicago/Northwest Indiana, and Metro-St. Louis Markets.
- Operate and supervise in-store yearly inventory processes for all Chicago/Northwest Indiana Market stores.

## **Assistant Store Manager/District Sales Trainer**

11/2007 to 12/2013

### **Sears Holdings – Aurora, IL**

- Charged with leading sales staffs in Bourbonnais, IL; Danville, IL; Peru, IL; and Aurora, IL.
- Develop management and sales associates in Illinois, Northern Indiana, Iowa, Southwestern Michigan, and Eastern Missouri.
- Reviewed performance data to monitor and measure productivity, goal progress and activity levels.
- Met or surpassed business targets regularly through employee engagement and forward-thinking planning.
- Helped with planning schedules and delegating assignments to meet coverage and service demands.
- Reduced company expenditures and met budget targets by closely monitoring, tracking and controlling expenses.
- Assisted team members with delivering friendly, knowledgeable service by applying proactive monitoring and corrective action strategies.
- Promoted professional growth and facilitated talent development of each associate to drive performance excellence.

- Assessed job applications and made hiring recommendations to bring in top candidates for key vacancies.
- Provided weekly work schedules to employees to accommodate business demands and vacation requests.
- Coached team on effective upselling and cross-selling methods.

## Store Manager

05/2000 to 11/2007

### Sears Hometown & Outlet Stores Inc. – Morris, IL

- Maintained up-to-date knowledge of Home Appliances, Consumer Electronics, and Lawn & Garden products and performed competitor analysis.
- Engaged in product training, demonstrations, consumer awareness, branding and acquisition initiatives to raise awareness and revenues.
- Built deep relationships with store managers, business owners and distribution partner sales teams by employing industry expertise and knowledge, retail strategies and sales tactics.
- Worked diligently to resolve unique and recurring complaints, promoting loyalty and enhancing operations.
- Monitored sales team performance, analyzed sales data and reported information to area managers.

## Education

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<b>Master of Science:</b> Human Resources Development <b>University of Texas at Tyler</b> - Tyler, TX	05/2019
<b>Bachelor of Science:</b> Finance <b>Southern New Hampshire University</b> - Manchester, NH	10/2016
<b>Certificate of Completion:</b> Radio and Television <b>Illinois Center for Broadcasting</b> - Lombard, IL	06/2001

## Affiliations

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- Braidwood Baseball Softball Association – Compliance and Finance Officer/Director of Information and Digital Services
- 4-H - Club Leader
- Will County 4-H Youth Foundation – President
- Reed Township, Will County, Illinois Mosquito Abatement District – Council Member