Thomas Kincaid

// Store Director

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> SUMMARY

Store Director with 14 years in grocery retail management, the last 5 leading a $48M supermarket in Cincinnati with 210 employees and 9 department managers. Owns store operations, the P&L, merchandising and labor, and delivered 3 straight years of sales and margin growth. Known for coaching managers, customer service standards and leadership that cuts turnover.

> SKILLS

• Store Operations • Retail Management • P&L Management • Merchandising • Labor Planning • Excel
• Microsoft Office • Customer Service • Coaching • Leadership

> EXPERIENCE

Store Director 03/2021 - Present
Queen City Grocers Cincinnati, OH
Regional supermarket chain; $48M store with 210 employees.

- Direct store operations for **$48M** in sales and 210 employees, growing sales 4.5% a year since 2023.
- Manage the store P&L in Excel, cutting labor cost 1.2 points and shrink from 3.4% to 2.6%.
- Coach 9 department managers through weekly reviews, promoting 3 into assistant director roles in the chain.
- Achieve top-3 customer service scores among 42 chain stores by redesigning checkout staffing by hour.

Assistant Store Director 06/2017 - 02/2021
Queen City Grocers Dayton, OH
$36M store with 160 employees.

- Ran fresh departments with $14M in sales, raising fresh margin 1.8 points over 3 years.
- Led merchandising for weekly ads and 4 seasonal events, hitting display sales targets in 90% of weeks.
- Recruited and trained 25+ department leads and managers, filling 80% of openings from within.

Grocery Department Manager 08/2012 - 05/2017
Tri-State Food Markets Covington, KY
Independent grocer with 5 stores.

- Managed a $9M grocery department and 22 associates, holding in-stock levels at 98%.
- Cut out-of-date losses 30% with tighter ordering and rotation reviews in Microsoft Office reports.

> EDUCATION

Bachelor of Business Administration 05/2012
University of Cincinnati Cincinnati, OH
Marketing

> CERTIFICATES

ServSafe Food Protection Manager 04/2024
National Restaurant Association