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SUMMARY

A Professional Talent Leader who can produce extraordinary results by creating engaged human resources. Capable of implementing service strategies that are aligned with a company's vision and mission. Ability to get the most out of staff when they are aligned with company goals and objectives.

Employee Engagement
Strategic Alignment

Business Development
Talent Acquisition

Leadership Development
Strategic Implementation

EXPERIENCE

MJF2 Human Resource Management Consultants LLC. Fort Lauderdale, FL. **05/18-present**
Human Resource Manager-Consultant

Lead strategic implementation of added Human Resource functions into growth account businesses from various verticals.

- Listened to challenges facing growth accounts and what the strategic vision the business owner had for the company. Identified opportunities to implement new Human Resource functions to impact strategy.
- Enhanced performance management and talent acquisitions by introducing new recruiting systems and newly written job descriptions.

• **Apple Inc. New York, NY. and Fort Lauderdale, FL.**
2007-2018

Store Leader (2012-2018)

Lead and inspired team of nearly 250 employees, by prioritizing the development of leaders on the team thus ensuring consistent management focus on delivering a great employee experience that supported excellence in the workplace.

- Surpassed company expectations by utilizing staff as a team for year over year revenue growth of 35% in a busy service/sales environment (70,000+ iPhones sold).
- Directly oversaw the promotion and growth of a 13-person leadership team by providing the correct developmental experiences and leveraging company, competency-based, training.
- Fostered operational compliance by training leaders on all federal HR standards and internal operational tools such as scheduling, inventory management and business CRM.
- Built a culture of community impact by prioritizing connections to businesses and organizations in the Fort Lauderdale area. This enhanced the presence and awareness of Apple with business to business growth of 50%.
- Created a sustained succession plan via individualized employee development to create a talent bench for all advanced positions.
- Created bi-annual action plans that addressed employee engagement surveys. This resulted in better alignment among leaders and empowered the greater to team to make decisions regarding customers.

Senior manager/manager (2007-2012)

Directly oversaw and implemented operations of each internal department, by focusing on learning each individual employee role within a given department.

- Reduced turnover to below 8% via the development and growth of employee training to manager levels. Created personalized experiences that fostered internal growth opportunities.
- Ensured training and continued education were priorities, implemented strategies to help educate the entire team ahead of new product launches.

Bed Bath and Beyond. New York, NY. **1999-2007**
Assistant Store Manager

Oversaw all merchandising functions, in New York City’s flagship location, by ensuring stock positions of key items for specific demographic customers.

- Trained leaders on all merchandising and operational procedures by creating on boarding and continued learning for all new managers. Enabled leaders to make informed and profitable decisions with regard to inventory and product placement.
- Resolved employee concerns regarding lack of appreciation to lower turnover rate from 120% to less than 80% until recruited by Apple Corp.

KMART. OH, PA, NY **1993-1999**
Manager

Executed all retail operations within this 100,000 square foot big box retailer. Earned promotions and opportunities to work in several regional stores.

- Achieved revenue growth of greater than 10% with payroll less than 5% of revenue by ensuring the proper number of employees were hired and scheduled to meet peak customer traffic times.
- Collaborated with other managers as part of new store opening, oversaw teams execution of fixture set up and executed merchandise layouts in locations undergoing remodel.

EDUCATION

MBA, Columbia Southern University **2017**
BA, University of Dayton **1993**

ASSOCIATIONS, et. al.

SHRM-Society for Human Resource Management
National Society of Leadership and Success

CERTIFICATIONS

SHRM-CP **January 2019**