

JEFF HEALY

4016 W. Colonial Pkwy, VA Beach, VA 23452 | jhealy.mac@gmail.com | (757) 651-2026
<https://JeffHealy.com>

PROFILE | Experienced multi-unit Market Manager with proven track record for success.

- Eight (8) years of Sr. Management and 14 years in business to consumer industries
- Time spent with Optical, Automotive and Car Wash top-performing industry leaders
- Driven through business acumen resulting in strong execution on all key performance indicators
- Superior ability to manage projects by identifying team member's strengths, harnessing out of the box resources, continual goal assessment, and shared executional focus

Through transparent leadership and effective communication, I have consistently never settled for the 'status quo', but instead, focus heavily on upward contribution. I create high performance cultures by thinking strategically, creating shared purpose, establishing priorities, and leading change.

EXPERIENCE | **GENERAL MANAGER MULTI-UNIT – FREEDOM WASH, INC**

JAN 2019 – PRESENT

Freedom Wash is Hampton Road's leading automotive wash corporation with seven (7) locations including full-service and express services.

- Executive oversight and management of up to 25 employees
- Reports directly to CEO
- Drive results through resource management, payroll analysis, and in-the-moment coaching
- Established and maintained all client-to-business and business-to-business (B2B) relationships
- Restructured each location's roles and core teams to increase profitability, minimize waste, grow leadership, and build standards of excellence
- Structured and spearheaded a new company-sponsored technology venture which retrofits next-generation tech with existing carwash equipment utilizing custom-built proprietary software
- Orchestrated weekly management meetings with senior management team and conducted daily one-on-one coaching with associates
- Created and controlled the development of all sales strategies, policies, and procedures
- Developed continuous improvement plan with each associate to harness their strengths and build upon one's opportunities
- Conducts bi-monthly P&L analysis, re-evaluating and strategizing based on consumer needs and market trends

MARKET MANAGER – LUXOTTICA GROUP S.P.A

MAY 2013 – JAN 2019

Luxottica is the global leader in eyewear, owning brands such as Lens Crafters and Sunglass Hut. My experience with Luxottica provided me the privilege to lead an exclusive top-performing Lens Crafters location for more than three (3) years and at Sunglass Hut for more than two (2) years.

- Drive sales through customer experience, coaching and development, and report analysis
- Recruit, train, and promote top-performing store managers and associates for next-level and bench strength
- Continuously analyzing performance to meet store, regional, and company goals and initiatives
- Establish strong, long-lasting relationships through strategic networking
- Upholding Company standards for merchandise presentation
- Critically focused on the stores P&L, reducing shrink, and eliminating waste

INVENTORY MANAGER – CARMAX BUSINESS SERVICES, LLC

2011 - 2013

CarMax is a Fortune 500 company which sells pre-owned vehicles and is known for low, upfront prices, friendly, one-of-a-kind customer service, and they'll purchase your vehicle even if you don't purchase one from them.

- 2012 'Exceptional' Performance Rating for Customer Service
- Team Leader of a problem solving group which developed and designed a process that became a reconditioning company standard that rolled out to other stores
- Certified Industry 'Process' trainer
- Successfully created and delivered individual action plans on a continual basis

CERTIFIED SALES MENTOR & CONSULTANT – CARMAX BUSINESS SERVICES, LLC

2007 - 2011

- Director's Club status for above-average sales performance
- Selected to serve on a 'KAIZEN' improvement team to create and replace existing company procedures
- Performed 7% over the store average in overall customer satisfaction
- Recognized for performing 11% over store average in Vehicle Appraisal purchases

EDUCATION | ATLANTIC SHOES CHRISTIAN SCHOOL – CHESAPEAKE, VA
HIGH SCHOOL DIPLOMA

CERTIFICATIONS | CERTIFIED APPRENTICE OPTICIAN - VIRGINIA

**COMMUNITY
INVOLVEMENT**

- Member of the 17th Street Gateway Association – A group of business owners who advocate for infrastructure funding to ultimately attract more visitors to the resort city and provide everyone a safe place to live, work and play
- Co-managed a team of 66 volunteers for humanitarian efforts to bring the gift of sight to underprivileged school children in Xi'an, China with the OneSight organization
- Supported father-in-law's start-up venture by providing communication and negotiations, including several trips to Cambodia
- Participated in the construction of a Virginia Beach home as part of the popular TV show "Extreme Home Makeover"

**PERSONAL
ACHIEVEMENTS
& HOBBIES**

- Executive Leadership Training – 2019/2020
- Rental property owner (8+ years)
- 5k Runner, Kayaker, Father to three, DIYer, wrench turner, traveler
- Favorite quote " Everyone has a key, it's just a matter of using it"