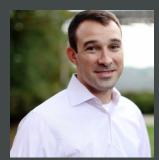
NICK LIEN

PROVEN RETAIL & TECHNOLOGY PROFESSIONAL

EXPERIENCE

Ecommerce Operations	The Kroger Co. September 2018 - Current	CONTAC
	Lead 83 retail operations teams, division operations initiatives and emerging technology rollouts; drove critical improvements in customer satisfaction (70% perfect ratings, an improvement of +12%) by improving wait-time measures (introduced	
	measurement, decreased waits > 60 seconds), in-stock measures (95%+ in every location, an improvement of more than 5%), and readiness standards (< 0.5% late orders, down 13.5%).	Address 7355 Charter Cu West Chester, C
Produce (Category)	The Kroger Co. March 2017 - October 2018	LinkedIn www.linkedin.co
Merchandising	Selected as part of a core group of leaders challenged to both grow personal experience and ensure business continuity in the	ABOUT M
	wake of a large voluntary retirement offering; managed vegetable assortment, commodities and buying. Built our multicultural strategies, convenience, seasonal/holiday assortment and emerging retail promotion and corporate selling for initiatives. Responsible for sales in excess of \$1.4B annually, and drove established commodities +12% YOY in sales growth across the portfolio.	My professional centered around performing team across a wide rai technology oper
Senior/Group Product Manager	The Kroger Co. 2012 - 2017	Guiding Principle Loyalty, honesty lead through ger
	Refined strategies and coordinated 'series' capital investments of more than \$1B; adminstered portfolios of digital products across loyalty, targeted communications, digital media, ecom offerings and best customer communication/personalization capabilities. Led teams of product managers across all levels of product maturity, delivery chapped and delivery methodology.	my teams. I belie when you can de solving, embrace continuous learr Through transpa
	maturity, delivery channel and delivery methodology. The Kroger Co. 2009 - 2012	direct empower their true potent
Manager of Interactive Marketing, Programs & Product	Started Kroger's digital customer program and product management discipline; stewarded large loyalty/marketing programs, campaigns and strategies to bridge traditional and digital; managed corporate capital investments in technology to	CliftonStrengths Strategic, Respor Command, Relat Analytical, Belief
Regional Retail	establish foundational web, social, mobile and ecom experiences.	Color Code: Blue (42.75%), R Yellow (22.58%),
Technology		Tellow (22.36%),
Manager	Managed retail technology, systems and operations for corporate offices, regional offices, warehouses, production facilities and 200+ stores. Led enterprise solutions across POS, fuel, distributed	SKILLS
	computing, security and loss prevention, marketing and merchandising systems, telecom and network administration.	Retail/Sales Digital & Product Marketing
Retail Store Manager	The Kroger Co. 2005 - 2007	Loyalty/Analytics
	Responsible for the management of in-store customer experiences, the operations, merchandising, human resources and overall administration of \$50M+ retail store fronts in the	Capital & Expens Team Building/Re
EDUCATION	Southwest Division (Houston, Dallas and Louisiana).	COMMUN
	·	Active Board Me



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Email:

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career has been nge of retail, digital and

& integrity; I prefer to nuine relationships with eve that you succeed ning/improvement. rent leadership & ment, teams can meet

Red (27.27%),

ITY

mber with St. Joeseph

Degree Studies

B.S. in Computer Science, Business / Indiana University | 2005