

VICTOR MIKELL

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PROFESSIONAL SUMMARY

Operations leader with 10+ years of progressive experience driving performance across retail, brand, and technology environments. Proven track record building and developing high-performing teams, designing enablement programs, and leading cross-functional operations at scale. Adept at translating organizational strategy into frontline execution through coaching, process optimization, and customer-centric service models. Seeking senior leadership opportunities in operations, enablement, and customer experience.

CORE COMPETENCIES

Team Building & People Development	Cross-Functional Operations Leadership	Enablement Program Design
Onboarding, Training & Coaching	Customer Experience & Escalation	Succession Planning & Talent Pipeline
P&L; Management & Budgeting	Management	Stakeholder & Vendor Management
	Process Optimization & Workflow Design	

PROFESSIONAL EXPERIENCE

Operations Manager

Dick's Sporting Goods, Danvers, MA | June 2024 – Present

- Lead and develop a team of five department managers overseeing Freight Flow, Omni-Channel Fulfillment, Pricing and Signage, and Front-End operations across a high-volume retail location.
- Own store-level P&L; performance, staffing schedules, and labor planning to optimize cost efficiency while maintaining service standards.
- Drive customer service excellence by supporting checkout operations, resolving escalated concerns, and coaching teams on service recovery.
- Design individualized leadership development plans for department managers and build succession strategies to strengthen the talent pipeline.
- Oversee safety protocols, compliance audits, and operational readiness store-wide.

People Development Manager & Community Ambassador Lead

Nike, Somerville, MA | November 2022 – June 2024

- Managed full-cycle hiring, onboarding, and HR operations for a multi-department retail store, ensuring a consistent and engaging associate experience from day one.
- Developed associates through structured coaching, regular performance feedback, and individualized promotion planning — building bench strength across all departments.
- Led Community Ambassador program, forging partnerships with local nonprofits to create youth-focused wellness and sports engagement initiatives.
- Championed employee engagement and cultural alignment, driving retention and reinforcing Nike's values-driven leadership model.

Front-End Development Engineer

Base22, Remote | August 2021 – November 2022

- Built front-end components for enterprise-level CMS projects requiring government security clearance, delivering production-ready interfaces under strict compliance standards.
- Developed responsive, accessible UI using Vue.js, React, HTML, CSS/SASS, and Bootstrap within agile team environments.
- Collaborated cross-functionally with designers, back-end engineers, and product owners to meet performance, security, and UX standards.

Dealer Services & Product Development Coordinator

LOWA Boots, Stamford, CT | April 2018 – August 2021

- Managed B2B customer service operations for Northeast and Western U.S. dealer networks, serving as primary point of contact for order management, product support, and account resolution.
 - Acted as liaison between U.S. dealers and German manufacturing headquarters, coordinating product feedback, field testing, and compliance with U.S. performance standards.
 - Provided warranty support and technical product guidance to retail and professional clients, strengthening dealer confidence and brand loyalty.
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TECHNICAL & OPERATIONAL TOOLS

Workforce & Operations: Kronos, Workday, ADP, Legion, Zendesk, Omni-Channel Fulfillment Systems, P&L; Reporting

Productivity: Microsoft Excel, Outlook, PowerPoint, SharePoint

Development: HTML, CSS/SASS, JavaScript, React, Vue.js, Bootstrap, GitHub, Visual Studio Code

EDUCATION

City College, City University of New York — New York, NY

Completed coursework toward undergraduate degree | 2 years

University of Hartford — West Hartford, CT

Completed coursework toward undergraduate degree | 1 year

CERTIFICATIONS

- EPA Universal Certification — Environmental Protection Agency
- AWS Cloud Technical Essentials — Coursera
- Modern JavaScript: Iterators and Generators — Coursera
- Advanced Styling with Responsive Design — Coursera