



MARY WALTER

LEADERSHIP COACH | TEAM GURU
WWW.MARYWALTERLEADERSHIP.COM

OBJECTIVE

Business change agent, Leadership coach, and Team Guru with 20 years experience as a Senior Executive in Fortune 300 Retail companies. A true change catalyst, creating alignment and commitment with individuals and across functional groups, creating sustainable change throughout the organization.

SERVICES

Team Effectiveness Workshops
Executive Coaching
Motivational Speaking
Process Improvement
Change management
Strategic planning
Priority Setting

EXPERIENCE

PRINCIPAL AND FOUNDER • MARY WALTER LEADERSHIP 11/2015 – PRESENT

Leadership Coaching / Team Effectiveness / Speaking
Coached leaders to dramatically improve their leadership effectiveness and business results. Facilitated Senior Executive team meetings to improve dynamics, collaboration and cohesion.

- Clients include: Amazon, Nike, Athleta, Gap Inc., Sephora, PetSmart, Gabriel Brothers, The Vitamin Shoppe, Network of Executive Women, FMI, Sky Zone, Beall's Outlet, Peet's Coffee
- Keynotes and panel speaking engagements for: Women's Retail Leadership Summit, NEW Annual Conference, FHI Leadership conference, National Hardware Retail Show

GROUP SENIOR VICE PRESIDENT • ROSS STORES, INC. • 3/2013 – 4/2015 SENIOR VICE PRESIDENT • ROSS STORES, INC. • 10/2006 – 3/2013

Responsible for all aspects of the stores organization, generating \$10 Billion in annual sales across 1214 stores and 50,000 associates.

- Delivered 10-year 18.1% EPS growth. 2013 ROE 41.7%, ranked 9th in the Fortune 500. Achieved record operating margin in 2013 at 13.1%.
- Significantly upgraded talent at all levels of the organization: built a passionate, "A" player team. Store Management engagement 83% compared to industry norm 69%.
- Redefined service strategy, transformed the culture and the customer experience resulting in historically unprecedented customer survey results.
- Opened over 400 stores and entered new markets successfully.
- Significantly reduced retail shortage every year from 2007 – 2014. Led team to develop new process solutions contributing over \$50 million in expense savings.

VICE-PRESIDENT STORE OPERATIONS • OLD NAVY DIVISION, GAP INC. 8/2004-9-2006

Responsible for store operations strategic focus, business planning and execution for over 850 Old Navy stores, serving 40,000 employees and 430 million customers annually.



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Key areas of responsibility: visual merchandising, customer service strategy and execution, communications, new and remodel store execution and budgeting.

- Developed budgets for all field expense lines totaling over \$900m. Ensured strategic decision making to optimize labor budgets while protecting high-performing stores.
- Led "Efficient Store Connection" Supply Chain project for Gap Inc.; worked with all brands to develop innovative solutions to drive improved service at reduced cost.
- Reversed three-year negative trend in customer service results with new service approach and change management program.
- Proposed and led team to implement return policy test to address fraud; saved over \$2.4M over 9 weeks in test; updated policy across the chain.

VICE-PRESIDENT STORE SUPPORT • TARGET CORPORATION

2002 – 2004, Minneapolis

Responsible for store operations strategic focus, business planning, IT investment and execution for 1250 Target stores nationwide. Scope of role included new store execution, communications, pharmacy, logistics, store reporting, and field operations team.

- Led stores IT governing board: directed technology investments with an annual capital spend of \$50m.
- Reversed down trending customer service scores through new service focus program: achieved 3-year high survey scores 6 months after implementation.
- Delivered process improvements resulting in significant savings, including a 33% lift in cashier productivity.

REGIONAL DIRECTOR, NORTHEAST • TARGET CORPORATION

2001-2002, New York

Held full P&L responsibility for stores in the fastest growing and highest sales region in the country, with annual sales in excess of \$2.9B. Served as partner in Real Estate selection throughout region.

- Led team through expansion from 52 to 84 stores in two years, including entry into the Bronx and Brooklyn markets. Exceeded sales goal by \$11m, profit by \$26m.
- Media and PR experience, including TV and print interviews



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EDUCATION

MBA • D'AMORE-MCKIM SCHOOL OF BUSINESS, NORTHEASTERN UNIVERSITY, BOSTON MA

Beta Gamma Sigma Honor Society

BACHELOR OF ARTS, POLITICAL SCIENCE • HUMBOLDT STATE UNIVERSITY

BOARD LEADERSHIP

CHAIR, BOARD OF TRUSTEES: Redwood Day School, Oakland CA
2012 – present

BOARD OF DIRECTORS: American Heart Association, Western States
2009-2012



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