



# Jacob VALMORE

BUSINESS LEADERSHIP / MANAGEMENT / OPERATIONAL STRATEGY

## PROFESSIONAL SUMMARY

Experienced manager with a focus on leading and managing teams toward business success. Strong leadership and interpersonal skills, excellent organizational and multitasking abilities, effective problem-solving and decision-making skills, and strong communication skills. A passion for collaboration, building strong trusting partnerships, and creating effective and efficient “best practices” for continuous improvement cycles for improved operations, products, and services. Strong secondary education and training in fine and practical arts. Artist with experience in design, drawing, painting, sculpting, metalwork, forging, auto-mechanics, woodworking, use of CAD and 3D printers, fabrication, and drama. Enthusiasm and commitment to learning new skills, engaging in creative and innovative ways of working, and growing the talent of others. Strong belief in developing a diverse and equitable work culture where all voices are heard, supported, and respected. Certifications in machinery including reach trucks, forklifts, cutting machinery, balers and compacters, paint mixers.

## RELEVANT PROFESSIONAL KNOWLEDGE & SKILLS

### Leadership & Team Management

- Manage and lead teams effectively. Employing active supervision, engagement, support, and training to ensure resource allocation and quality control.
- Motivating and inspiring innovation and passion in personnel, ensuring team members are working toward common goals that are aligned to organizational strategy, planning, policies, and regulations.
- Lead cross-functional teams, assigning tasks, providing guidance and feedback, and fostering collaboration for continued growth.
- Communicate effectively and resolve conflicts toward shared understanding and improved colleague relationships.
- Ensure an equitable work environment and culture where personnel feel valued, welcomed, and respected. Committed to creating an environment where individuals can voice their opinions, and feel heard and supported.

### Customer Focus & Relationship Management (CRM)

- Customer focus in service and sales to establish rapport, understand and meet customer needs, and build relationships.
- Using customer services skills to develop and foster connections with potential customers, and key organizational partners and stakeholders.
- Use of customer-centric approach to identify potential business opportunities, and to position the organization as a solution provider in business development.
- Use of CRM systems and practices for managing and analyzing customer interactions, tracking customer product/service history, preferences, and communication to personalize marketing efforts and provide exceptional customer service.
- Use of CRM to identify cross-selling or upselling opportunities and nurture customer relationships.

### Planning, Organization, Budgeting and Resource Management

- The coordination of competing priorities and activities such as inventory management, staffing, customer service, and project deadlines.
- The planning and organizing of tasks, resources and timelines.
- Ability to create and manage schedules, set priorities and allocate resources according to needs with an eye toward continuous improvement and efficiency.
- Managing budgets and resources to control expenses, optimize inventory, and allocate resources accordingly.



518-618-9084



[jakevalmore@gmail.com](mailto:jakevalmore@gmail.com)



Malta, New York



<https://www.linkedin.com/in/jacob-valmore-8b9871319/>

## EDUCATION & TRAINING

### CAREER AND TECHNICAL EDUCATION

Home Depot, Wilton, New York

Professional Development/Training:

*Leadership, Supervisor, Management, Customer Service, Merchandising & Marketing, Operations, Machines & Safety (2018-2024)*

Project Management Institute

Project Management Professional

*(PMP Certification – In Progress 2024)*

### POST-SECONDARY EDUCATION/TRAINING

SUNY Canton, Canton, New York

Mechatronics Technology (B.S.)

*Accepted – Delayed Completion (2019)*

SUNY Adirondack Community College, Queensbury, New York

Management, Marketing & Entrepreneurship (A.A.S.) *Start Date Fall 2024*

### SECONDARY EDUCATION/TRAINING

The Waldorf School of Saratoga Springs, New York (2006 – 2019) Fine and Practical Arts

Focus

Rensselaer Polytechnic Institute, Rensselaer, New York (2016-2019)

- Aeronautical Engineering Internship
- Aeronautical Engineering Program
- Product Innovation: Immerse & Design
- CAD & 3D Printing

Applied Robotics, Inc., Glenville, New York: Engineering Internship (Spring 2019)

NASA Goddard Flight Center, Washington D.C., Maryland: Engineering Experiential Learning Opportunity (Spring 2018)

Richmor Aviation Flight School, Schenectady, New York: Flight Instruction (Spring, 2016)

### **Product/Service Knowledge & Competitive Analysis**

- Ensuring a deep knowledge and understanding of products/services.
- Application of knowledge and understanding for business development effectively communicating and marketing the benefits and advantages of products/services.
- Adaptability to understand and navigate changing markets and customer/client needs and preferences.
- Innovate products/services to meet changing customer/client demands to stay competitive in the marketplace.
- Introduce new merchandising strategies, introduce new products and services, innovate with new product/service lines, and improve quality and services based on data/gaps analysis.
- Gather customer/client feedback, conduct market research, and monitor industry trends to drive product/service innovation.

### **Culture and Communication**

- Modeling and employing clear communication verbally and written with clear realistic expectations.
- Ensuring an equitable work environment and culture where staff feel valued, welcomed, and respected.
- Ensuring access to growth and learning opportunities for all staff through professional learning, mentoring, and thoughtful and respectful feedback and goal-setting processes.
- Provide opportunities for voice and choice and cultivate a sense of belonging and connection with the organization and among colleagues.

### **Fine/Practical Arts and Mechanics**

- Knowledge and skill in fine and practical arts through deep secondary education and training (e.g., visual, applied, performing, movement and sculpture arts modalities).
- Automotive restoration and modification including major systems of auto mechanics including: engine system, transmission system, brakes, suspension, exhaust, electrical and body and interior work.
- Training in the design, development and marketing of real-world product solutions through RPI simulation program.

## **RELEVANT PROFESSIONAL EXPERIENCE**

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### **Assistant Store Manager (ASM) – Night Operations**

*Home Depot Wilton, NY (2022–Present)*

The Night Operations Assistant Store Manager (ASM) is responsible for overseeing the night operations of the store, ensuring that all tasks are completed efficiently and accurately. This role requires excellent leadership, organizational, and problem-solving skills to manage the overnight team and maintain high standards of store presentation, customer service, and safety. *Specific expertise includes:*

- **Operational Leadership:** Direct oversight of night operations team, including department supervisors and associates, ensuring all tasks are completed according to organizational standards. Lead/participate in all inventory and audit preparation and remediations.
- **Team Management:** Hire, train, and develop team members, fostering a positive productive work environment. Conduct performance evaluations, and provide professional feedback for ongoing improvement. Address and resolve conflict.
- **Customer Service:** Maintain and model high standards of customer service, and address any and all customer complaints or issues that arise in a timely and friendly manner.
- **Safety and Compliance:** Ensure compliance with all safety regulations and company policy, promoting a safe working environment for customers and employees. Building an environment where safety is the number one priority and the individual has the knowledge, skill and are empowered to keep our customers, themselves and their team members safe at all times, implementing the “safety pause.”
- **Financial Management:** Assist in managing the store’s budget and financial performance, including payroll, expenses, and inventory costs. Analyze performance reports and data to identify opportunities for cost savings and efficiency.
- **Reporting and Communication:** Maintain clear and open communication with the Store Manager and other ASMs to ensure seamless operations between shifts. Prepare and submit nightly operations reports, highlighting key achievements and areas for improvement.
- **Machine Operations:** Forklifts, pallet jacks, reach trucks, order pickers, baler machines, compactors, cutting machines, paint mixers, carpet cutters, lawn and garden equipment, scanners and handheld devices, POS Systems.

### **Department Supervisor – Lawn and Garden**

*Home Depot Wilton, NY (2021–2022)*

The Lawn and Garden Department Supervisor is responsible for providing exceptional customer service, maintaining the department’s appearance, and ensuring the availability and organization of products. As the largest revenue generating department, this role requires strong knowledge of lawn and garden products, excellent communication skills, and the ability to build and maintain an effective and diverse team. *Specific expertise includes (similar to above): customer service, product knowledge, inventory management, marketing and merchandising, sales, team management, safety and compliance, and machine operation.*

## **Department Supervisor – Flooring and Electrical**

*Home Depot, Wilton, NY (2020–2021)*

The Flooring and Decor Department Supervisor is responsible for providing exceptional customer service, maintaining the department's appearance, and ensuring the availability and organization of products. As an installed services-focused department, this role requires strong knowledge of flooring install methods, excellent communication skills, delegating department quotes, and the ability to build and maintain a diverse team. *Specific expertise includes; customer service, product knowledge, inventory management, marketing and merchandising, sales, team management, safety and compliance, and machine operation.*

## **Associate – Flooring and Electrical**

*Flooring: Home Depot, Wilton, NY (2019–2020)*

*Electrical: Home Depot Wilton, NY (2018–2019)*

Home Depot Associates are responsible for providing excellent customer service, maintaining the appearance and organization of their department, and ensuring the availability of products. This role requires effective communication skills, a customer-focused attitude, and the ability to work as part of a team. *Specific expertise includes; Customer service, product knowledge, inventory management, merchandising, sales support, team collaboration, and safety and compliance.*

## **ADDITIONAL RELEVANT PERSONAL EXPERIENCE**

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### **Fine Arts & Practical Arts**

*Waldorf School of Saratoga, Secondary Education and Training (2006–2019)*

As a graduate of a Waldorf School I had the privilege of having a secondary education rich with fine and practical arts akin to many post-secondary curriculums allowing me to gain a deep understanding of the arts in both theory and practice. The arts are a central component of the education/training and are designed to foster creativity, self-expression, and critical thinking. The focus of arts in Waldorf education includes the following key elements (Examples of work upon request):

- **Visual Arts:** knowledge and skill in various forms of drawing and painting, using mediums such as watercolor, charcoal, pastels, and oils. Emphasis on technical skills, exploring different styles, and expressing personal and thematic content.
- **Sculpture and Clay Modeling:** knowledge and skill in three-dimensional work for the development of special awareness and technical dexterity: sculpture, clay modeling, woodworking, and stone carving.
- **Performing Arts:** knowledge and skill in theater, drama and music, full productions, choral singing, instrumental music and music theory to foster public speaking skills, practice the craft and understand human behavior and emotions.
- **Applied Arts:** knowledge and skill in textile arts, metalwork and woodwork, creating artistic pieces, fostering craftsmanship, detail orientation and appreciation for materials and processes. Use of CAD and 3D printers.
- **Literary Arts:** knowledge and skill in creative writing and literature studies.
- **Movement Arts:** knowledge and skill in dance and physical theater.

### **Mechanics & Design**

*Automotive Restoration and Modification Projects (2017–2024)*

- **Jeep Cherokee XJ 2001 Off-road Modification:** A meticulous rebuild of a 2001 Jeep Cherokee XJ to enhance off-road capabilities and overall performance. This year-long project overhaul of a stock vehicle included an engine rebuild, a 6.5 lift kit, new front stinger bumper and winch and rear bumper with hitch, new 35-inch aggressive tires, new suspension and brakes, new exhaust, body work, and paint. All work was completed independently.
- **Jeep Comanche 1987:** Restoration of a 1986 Jeep Comanche Truck. This project has included an engine rebuild, complete interior refinish including custom dash and gearbox modifications, new carpet and headliner, new custom upholstery, custom-built speaker boxes, and rewiring of all electrical components. All work was completed independently.

*Rensselaer Polytechnic Institute (2016–2019)*

- **Product Innovation: Immerse, Design, and Make Program:** This program provided me with the opportunity to identify real-world problems and design, create, and market new products through mock-ups. Use of CAD and 3D printing technologies.
- **Aeronautical Engineering Program:** This program provided me with an opportunity to explore the field of aeronautical engineering, tour RPI's research labs and learn how experimental data is collected by running wind tunnel tests. I was able to apply my new knowledge through the building of RC airplanes. Use of CAD and 3D printing technologies.

- **RPI Internship:** This internship provided me with hands on experience in a University laboratory research setting in the study of aeronautical engineering. Worked in the Center for Flow Physics and Control (CeFPaC) <http://cefpac.rpi.edu/>. This lab conducts research in flow physics, prediction, modeling and control aimed at verifying or developing theories for fluid dynamic behavior toward controlling flow. The research involves the following flow fields: jets, wakes, airfoils, wings, blades, inlets and UAVs.

## TECHNICAL KNOWLEDGE & SKILLS

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### Management

- Retail Sales and Inventory Software
- POS Systems
- Google Drive, PPT, Word, Excel
- Scanners and Handheld Devices
- Social Media
- Video Conferencing
- Phone Systems

### Practical and Fine Arts

- Metalwork & Forging
- Woodworking
- Stained Glass
- Auto mechanics
- Sketching/Drawing/Painting
- Design – CAD
- Drama – Acting, Set Design

### Machinery:

- Baler Machines & Compactors
- Cutting Machines
- Paint mixers
- Forklifts & Pallet Jacks
- Reach Trucks
- Order Pickers
- 3D Printers

## CERTIFICATIONS AND TRAINING

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### Supervisor and Manager Training

- Diversity and Inclusion Training.
- Human Resources Training: employee development, hiring and recruitment, conflict resolution.
- Financial Management: budgeting and financial planning of store budgets, financial reporting and metrics, and costs control techniques to optimize profitability.
- Technical and Systems Training: POS Systems, inventory management software and product knowledge.
- Customer Service Training: customer interaction, resolving issues, creating positive environment.
- Operations Training: Operations, scheduling, task management, inventory management, safety and compliance.
- Leadership Training: Leadership Development Program (LDP), leadership skills, strategic thinking, coaching, mentoring and team management.

### Project Management Training

Project Management Institute: Project Management Professional (PMP) Certification – In Progress 2024

- Project scope, scheduling, cost management, quality, communication, risk, procurement, and stakeholder management and engagement.

## NOTEWORTHY ACCOMPLISHMENTS

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**HOMER Badges:** At Home Depot, the HOMER (Home Depot Operational, Measurement, and Engagement Rewards) badge program is designed to recognize and reward employees for their exceptional performance and contributions.

**Badges Earned:** *Customer Service, Sales and Performance, Teamwork and Leadership, Safety and Compliance, Operational Excellence, Innovation, Community Engagement, Special Achievements (i.e., Rising Star) and recognition by Peers.*

**Inventory Captain:** In 2023 I was identified as the store's Inventory Captain, responsible for making sure the store is ready for inventory counting and training associates on proper overhead organization and tagging for accurate inventory counting. *Knowledge and skills include: inventory management, team leadership, proficiency in inventory management software and tools, attention to detail and accuracy, effective communication, knowledge of loss prevention, and compliance and reporting.*

### Operational Excellence

- Increased Sales Revenue: Achieved a significant year-over-year increase in sales revenue through effective merchandising and promotional strategies. Improved Inventory Management: Implemented new inventory management routines that reduced stockouts and decreased excess inventory.

### Safety and Compliance

- Improved Safety Standards: Trained on and enforced rigorous safety routines and protocols, leading to reductions in workplace accidents. Regulatory Compliance: Ensured full compliance with all industry regulations and standards, avoiding any fines or legal issues.

### Marketing and Promotions

- Successful Marketing Campaigns: Recognized by District and Regional leaders for implementing innovative marketing campaigns.

### Team Leadership

- Developed a High-Performing Team: Cultivated a team-oriented culture, resulting in a reduction in employee turnover and increased team productivity. Leadership Development: Mentored and promoted several employees into advanced roles, creating a strong pipeline of future leaders.

### Financial Management

- Cost Reduction: Identified and implemented cost-saving measures, reducing operational expenses without compromising store quality or customer service. Profit Margin Improvement: Increased store profit margins through strategic pricing, cost control, and vendor negotiations.

