Devon Hollis

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My Key Qualifications

- Program Manager at Sally Beauty Holdings leading cross-functional retail programs across merchandising, supply chain, finance, analytics, and technology.
- Delivered a store-to-DC replenishment program that **improved in-stock rate by 6 points across 120 pilot stores**.
- Hands-on with **Smartsheet, Jira, Confluence, Excel, and PowerPoint** for integrated plans, RAID logs, dashboards, and executive updates.
- Built executive KPI dashboards for fulfillment and launch readiness, cutting manual reporting from 8 hours to 3 hours per week.
- Held quarterly spend **within 2% of plan on a $1.1M program budget** with Excel trackers and finance partnership.
- Retail supply chain project delivery at Neiman Marcus Group, raising milestone on-time completion from 78% to 93% on a peak-season distribution initiative.
- **Lean Six Sigma Green Belt** (ASQ) with a BBA in Supply Chain Management.

Experience

Program Manager — **Sally Beauty Holdings**, specialty retailer and distributor of professional beauty products

May 2023 – Present · 3 yrs 6 mos

- Led a store-to-DC replenishment improvement program across merchandising, supply chain, and analytics, improving in-stock rate by 6 points across 120 pilot stores through an integrated Smartsheet plan, Jira dependency tracking, and weekly governance reviews on inventory and fulfillment exceptions.
- Drove issue resolution on a fulfillment exception workstream, cutting average blocker resolution time from 10 days to 6 days over two quarters by maintaining RAID logs, assigning owners, and escalating unresolved dependencies through governance forums.
- Managed rollout planning for a new store labor scheduling process, reaching 92% on-time completion of launch milestones across 3 regions by coordinating training, launch checklists, issue logs, and weekly action-item follow-up with store operations and field leaders.
- Supported budget and vendor tracking for a multi-workstream operations program, keeping quarterly spend within 2% of plan on a $1.1M program budget through invoice reconciliation, Excel budget trackers, and forecast reviews with finance partners.
- Built an executive KPI dashboard for fulfillment and launch readiness reporting, standardizing data inputs in Excel and Confluence and producing a recurring PowerPoint pack for senior leaders, which cut manual reporting time from 8 hours to 3 hours per week.
- Facilitate governance meetings, decision forums, and post-mortems with stakeholders across operations, supply chain, product, finance, and analytics, and support training, communications, and adoption planning for new tools and operating processes.

Project Manager, Supply Chain Operations — **Neiman Marcus Group**, a luxury retailer with stores, e-commerce, and distribution operations

Nov 2021 – Apr 2023 · 1 yr 5 mos

- Improved on-time completion of project milestones from 78% to 93% on a distribution process update tied to peak-season order flow, maintaining the master plan in Smartsheet and running weekly risk reviews with DC and technology leads.
- Supported launch readiness for a returns process change across 2 distribution sites, closing 26 of 29 pre-launch action items before go-live by tracking dependencies, documenting issues in Jira, and coordinating training communications with site leaders.
- Built recurring KPI reporting for fulfillment operations in Excel dashboards and executive summary slides, cutting weekly status preparation by 4 hours.

Education

- **Texas Tech University** — Bachelor of Business Administration in Supply Chain Management · 2016 – 2020

Skills

- **Program Delivery:** Program Management, RAID Logs, Launch Readiness, Change Management
- **Tools:** Smartsheet, Jira, Confluence, Excel, PowerPoint
- **Domain:** Retail Operations, Supply Chain Operations

Certifications

- **Lean Six Sigma Green Belt** – ASQ (2022)