

# Kyle Dykstra

Odessa, FL 33556

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(641) 512-1885

I have 25 years of experience, including more than 13 years of single store management experience, and 2 years of multi-store Management as a Regional Manager at Tom Hovland Enterprises, Inc. (NAPA Auto Parts) from August 2011 to September 2013. My skills and experiences include: bookkeeping, operations management, employee training, and sales.

Willing to relocate to: Florida - Erie, PA - Maine

Authorized to work in the US for any employer

## Work Experience

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### **General Manager**

Best Buy - Sarasota, FL

June 2017 to Present

As General Manager, I ensure Best Buy delivers on our customer promise as THE destination and authority for technology products and services. As a Best Buys store-based executive my leadership creates an environment for an outstanding and differentiated customer and employee experience.

I analyze store performance indicators against company goals and lead direct reports to develop plans to improve the business in partnership with District Leadership.

As the General Manager:

- \*I am accountable for revenue, margin, and NOP budget across all channels including P&L analysis and action planning.
- \*I maintain labor management, brand and merchandising standards, and inventory integrity throughout the entire store.
- \*I manage partnerships and 3rd party programs to ensure seamless experience for customers.
- \*I motivate and inspire the team to perform to their full potential and rally around the company mission, vision, and values.
- \*Conduct regular store meetings, attend District/Territory meetings, and participate in special projects / initiatives as assigned.
- \*Recruit, hire, and retain a diverse workforce.
- \*I am an active participant in the community as a role model representing the Best Buy Brand.

### **Sales Manager**

Best Buy - Tampa, FL

October 2016 to Present

As the Sales Manager, I ensure Best Buy delivers a world-class customer experience as THE destination and authority for technology products and services. I share leadership responsibility of the overall Best Buy Store along with the General Manager and other Assistant Managers. I play a vital role in implementing sales action plans, analyzing business results, and driving execution of sales strategies.

As Sales Manager: \*I provided direct supervision, coaching, training, development, and performance

management of supervisors and associates. \*Share accountability with other store leadership to develop talent and built a sales culture where employees clearly understand what is expected to deliver business results. \*Deliver on all aspects of the sales experience through all touch points with Best Buy inside and outside of the store (eg. Online, Services, Delivery/Installation, Solutions etc.). \*Drive positive outcomes of key sales indicators in support of Revenue, Margin, and NOP goals. \*Integrated partnerships and 3rd party programs specific to sales, training, and customer facing initiatives to ensure seamless experience. \*Engage customers using selling skills to build complex, connected solutions while maintain a balance of high velocity and high service. \*Motivate, coach, recognize, and performance manage employees to reach their full potential.

## **General Manager**

Best Buy - Mason City, IA  
June 2014 to October 2016

As General Manager, I ensure Best Buy delivers on our customer promise as THE destination and authority for technology products and services. As a Best Buys store-based executive my leadership creates an environment for an outstanding and differentiated customer and employee experience.

I analyze store performance indicators against company goals and lead direct reports to develop plans to improve the business in partnership with District Leadership.

As the General Manager:

- \*I am accountable for revenue, margin, and NOP budget across all channels including P&L analysis and action planning.
- \*I maintain labor management, brand and merchandising standards, and inventory integrity throughout the entire store.
- \*I manage partnerships and 3rd party programs to ensure seamless experience for customers.
- \*I motivate and inspire the team to perform to their full potential and rally around the company mission, vision, and values.
- \*Conduct regular store meetings, attend District/Territory meetings, and participate in special projects / initiatives as assigned.
- \*Recruit, hire, and retain a diverse workforce.
- \*I am an active participant in the community as a role model representing the Best Buy Brand.

## **Assistant Store Manager - Sales**

Best Buy - Des Moines, IA  
April 2014 to June 2014

As the Assistant Store Manager " Sales, I ensured Best Buy delivers a world-class customer experience as THE destination and authority for technology products and services. I shared leadership responsibility of the overall Best Buy Store along with the General Manager and other Assistant Managers.

I played a vital role in implementing sales action plans, analyzing business results, and driving execution of sales strategies.

As the Assistant Manager - Sales:

- \*I provided direct supervision, coaching, training, development, and performance management of supervisors and associates.

- \*Shared accountability with other store leadership to develop talent and built a sales culture where employees clearly understood what was expected to deliver business results.
- \*Delivered on all aspects of the sales experience through all touch points with Best Buy inside and outside of the store (eg. Online, Services, Delivery/Installation, Solutions etc.).
- \*Drove positive outcomes of key sales indicators in support of Revenue, Margin, and NOP goals.
- \*Integrated partnerships and 3rd party programs specific to sales, training, and customer facing initiatives to ensure seamless experience.
- \*Engaged customers using selling skills to build complex, connected solutions while maintain a balance of high velocity and high service.
- \*Motivated, coached, recognized, and performance managed employees to reach their full potential.

### **Deputy of Counter Intelligence (Supervisor)**

Best Buy - Mason City, IA  
October 2013 to April 2014

As a Deputy of Counter Intelligence with Best Buy, I was directly responsible for the Geek Squad within a Best Buy location. I managed the Geek Squad Precinct as well as the Autotech Bay at my location, ensuring that no customer is ever left unserved or underserved. I engaged in teaching, coaching and recognizing desirable behaviors of the employees to drive business results. Over the course of 6 months I was able to grow the sales out of the department from 1050th in the company to the top 15 within the company.

### **District Manager**

Tom Hovland Enterprises, Inc  
August 2011 to October 2013

As a District Manager, my primary job duties included, but were not limited to:

- Achieve or exceed district total sales and profitability goals
- Ensure commercial customer retention & relationship growth in the market
- Selection, hiring, development, goal setting, performance mgmt., coaching, engagement and retention of General Managers and Sales Staff
- Ensure proper staffing levels throughout the district
- Ensure execution of all inventory & operational standards within the district
- Conduct regular store visits providing action plans to achieve full market potential.
- Teach business acumen by review of profit and loss statement with GM's
- Communicate effectively and appropriately to stores and support staff
- Embrace diversity and foster a respectful environment for both customers and team members

### **Store Manager**

NAPA Auto & Truck Parts - Des Moines, IA  
October 2007 to August 2011

In my time as Store Manager with NAPA, I was able to help my teams achieve multiple sales and profit records at 2 different locations. I also achieved the Triple Crown Award for Sales, Profit and Inventory Turn.

### **Assistant Warehouse Manager**

NAPA - Des Moines, IA  
May 2003 to October 2007

In my time as the Assistant Manager, I helped to increase productivity in the warehouse with the implementation of my team's ideas and at the same time helped to make the warehouse much cleaner

and safer. I received a Letter of Recognition from the General Manager and Operations Manager for my efforts and accomplishments.

**Driver**

Des Moines Lumber Company - Des Moines, IA  
May 2000 to February 2003

**Assistant Manager**

A to Z Rental - Des Moines, IA  
February 1999 to May 2000

**Laborer**

Bituminous Materials - Des Moines, IA  
June 1997 to February 1999

**Shift Manager**

Pizza Hut - Des Moines, IA  
January 1997 to June 1997

**Manager**

Git-N-Go - Hartford, IA  
June 1996 to January 1997

**Shift Manager**

Burger King - Des Moines, IA  
April 1996 to June 1996

**Cook**

Royal Fork Buffet - Des Moines, IA  
January 1992 to January 1994

Education

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**Diploma in General Studies**

Carlisle High School  
1994

**Business Management**

Indiana Business College