

ETHAN WALLACE

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PROFESSIONAL SUMMARY

Results-driven retail supervisor and entrepreneur with a Bachelor of Business Administration degree in Real Estate (May 2026). Proven leadership in high-volume retail grocery operations, workforce management, financial controls, and customer service excellence. Strong analytical capabilities in market assessment, site evaluation, and strategic growth planning to support continued expansion and operational excellence.

EDUCATION

University of Georgia – Athens, GA

Bachelor of Business Administration, Real Estate
May 2026

Relevant Coursework: Real Estate Finance | Market Analysis & Site Selection | Investment Analysis | Managerial Economics | Sales | Organizational Leadership | Business Strategy | Real Estate Operations | ARGUS | Portfolio Management | Social Media Marketing | Property Management |

PROFESSIONAL EXPERIENCE

Full-Time Customer Service Staff – Publix Supermarkets

Athens & Cumming, Georgia – July 2023 – Present

- Partner with store management to drive operational performance in a high-volume retail environment.
- Supervise front-end team members, adjusting staffing levels to optimize customer flow and labor efficiency.
- Execute daily cash office reconciliation and audits to ensure financial accuracy and minimize shrink.
- Oversee regulated money service transactions in compliance with company policy.
- Resolve escalated customer concerns while maintaining service standards and operational efficiency.
- Support scheduling, payroll accuracy, and adherence to safety and merchandising standards.
- Identify and implement process improvements to enhance productivity and customer experience.

Founder – Big Creek Printing LLC

Cumming, GA – January 2021 – Present

- Founded and manage a small business serving homeowner associations; 4+ years of operational leadership.
- Oversee budgeting, vendor negotiation, invoicing, tax compliance, and full production management.
- Analyze neighborhood demographics and growth patterns to identify expansion opportunities.
- Implement cost-saving measures through vendor negotiations and streamlined production processes.
- Maintain strong client relationships ensuring consistent service delivery and financial accountability.

LEADERSHIP EXPERIENCE

Student Government Association – University of Georgia

Campus Life Senator for Community Involvement | August 2023 – May 2024

- Represented approximately 50,000 students in legislative discussions impacting campus operations.
- Collaborated with leadership to enhance campus services including transit, dining, and facilities.
- Facilitated structured meetings and built consensus across diverse stakeholders.

President – Brumby Hall Community Council | August 2022 – May 2023

- Led executive board representing 947 residents.
- Conducted weekly meetings, delegated initiatives, and managed programming budgets.
- Served as liaison between residents and university administration.

CORE COMPETENCIES

Retail Operations Management | Workforce Planning | Payroll & Budget Accountability | Cash Controls & Loss Prevention | Inventory & Compliance Oversight | Recruitment & Team Development | Market Analysis & Expansion Strategy | Process Improvement | Conflict Resolution | Cross-Functional Collaboration | Strategic Thinking | Real Estate Finance | Market Analysis & Site Selection Protocol | Investment Analysis | Organizational Leadership | Business Strategy | Strong Communication Skills | Multitasking