

Kyle W. McGue

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Summary

With a track record of turning complex logistics into seamless execution, **I specialize in managing high-profile events, optimizing operations, and leading teams to deliver exceptional results.** From overseeing multimillion-dollar event budgets to improving vendor negotiations and streamlining production timelines, I ensure every detail is accounted for on time and within budget.

I excel at balancing creativity with efficiency, enhancing client experiences, and driving business growth. Whether **managing flagship event spaces, coordinating with city agencies, or developing operational strategies** that increase revenue and retention, I bring a **solutions-oriented approach** that keeps businesses running smoothly and clients coming back.

Professional Experience

BLACE

July 2022- Current

Senior Production and Facilities Manager – New York, NY

- Directed the planning and execution of events within BLACE flagship spaces, **managing budgets ranging from \$50,000 to \$700,000**, and achieving a 15% average cost savings through strategic vendor negotiations.
- Collaborated with vendors and account teams to ensure flawless project delivery, **resulting in a 20% increase in client satisfaction scores.**
- Supervised vendor relationships across multiple disciplines, including audio, lighting, staging, and catering, ensuring 100% compliance with project scopes and timelines.
- Developed and enforced production schedules and run-of-show timelines, coordinating with city departments such as the Department of Buildings and FDNY to secure necessary permits, reducing approval times by 25%.
- Maintained effective client relationships, addressing all client needs promptly and **contributing to a 30% increase in repeat business.**
- Managed production teams across multiple client accounts, providing leadership and achieving a 10% improvement in team productivity.
- Contributed to business development efforts, leading to a **15% growth in new revenue** opportunities with existing and potential clients.
- **Oversaw venue and facilities operations for 5 BLACE flagship spaces**, ensuring optimal functionality and presentation.

Gucci

Lead Client Advisor – New York, NY

Nov. 2018 – Dec. 2019

- Delivered exceptional customer service, resulting in over 1,200 transactions and **generating \$1 million in sales** within eight months.
- Developed data-driven sales strategies by analyzing POS records of up to 125 clients each month, resulting in improved client retention and personalized service

Prive Revaux Eyewear

Regional Operations Manager – New York, NY

April 2018 – Nov. 2018

- **Managed day-to-day operations across 8 locations, leading a team of over 50 sales associates**, and executing promotional plans that increased monthly sales by an average of 28%
- Designed and implemented a performance dashboard that provided real-time insights, enabling the CEO and CFO to make more informed financial and market strategy decisions.
- Supervised management teams across various departments, conducting weekly conference calls and quarterly in-store training, **resulting in a 23% improvement in staff performance.**
- Developed sales strategies incorporating promotion-focused planning and sales incentives, achieving higher units per transaction (UPT) and average transaction value (ATV).

sgnGroup

Account Manager – New York NY

Dec. 2015 – April 2018

- Produced operational and visual store plans for client accounts, leading to the creation of multiple concessions and pop-up locations, and **increasing client retention by 30%**.
- Identified targets and opportunities by analyzing in-store operations and feedback, resulting in a **51% sales increase** at the San Francisco location and an **18% sales increase** at the Hackensack location compared to the previous year.
- Coordinated and developed merchandising guidelines for **20 European fashion brands**, streamlining vendor management and enhancing communication efficiency.

Other Experience

Ba&sh- Store Manager (January 2020- January 2021), Better Mortgage- Loan Consultant (February 2021- July 2022)

Technical Skills and Training

Microsoft Office Suite, Hubspot, Mailchimp, Hootsuite, Shopify, Adobe Creative Suite, Wix ADI, Google Suite, Forecast Reporting, and Project Management

Education

LIM College – New York, NY, *Bachelor of Business Administration (BBA)* in Marketing

2017