

# John Bryant Rice

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## EXECUTIVE BUSINESS LEADER

Accomplished business leader with extensive experience driving sales and operations for multiple business units generating over \$55M in annual revenue. Recognized for profitable P&L management, financial and strategic planning, business and client development, and operational management initiatives, with notable achievements in talent management and leadership development, shaping team culture and organizational alignment to optimize employee engagement, productivity, and performance.

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## CRITICAL EXPERTISE

- P&L Planning, Control & Accountability
  - Strategic Planning & Tactical Execution
  - Quantitative Analysis
  - Product Management/Lifecycle
  - Sales & Operations Management
  - Organizational Development
  - Customer Service and CRM
  - Talent Optimization
  - Performance Management
  - Recruiting and Team Building
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## EXPERIENCE

### VISUANCE

2000-Present

#### Founder & Principal

Founded a consulting company specializing in helping small businesses and organizations improve operational efficiency, leadership development, and employee engagement. Client industries include other consulting companies, non-profits, government contractors, IT and software development, retail, medical, parochial, performing arts, and community organizations.

- *Operations & Administration*
- *Strategic Vision*
- *Leadership Development*
- *Organizational Development*
- *Change Management*
- *Employee Engagement*

### TIFFANY & CO., Vienna, Virginia

1992-2014

#### Group Director, Mid-Atlantic Market (2010-2014)

Directed multiple Tiffany & Co. stores within the Washington, DC metro area and Virginia markets with combined revenue of \$55+ million. Focus on achievement of fiscal objectives, business and talent development.

- *Catalyzed sales and operations of three business units, supervising over 70 total direct and indirect reports*
- *Recognized for notable achievements in fiscal performance, audit compliance, service excellence, talent management, cultural alignment, and execution of new product initiatives*
- *Developed and promoted over a dozen members of management, including assistant managers, sales and operations managers, and directors*
- *Designed and implemented a sales compensation software application for North America and a consulted on a payroll and workforce management application*
- *Achieved employee satisfaction ratings that consistently ranked in the top 10% of the company*

#### Director (2009-2010)

Managed a \$30 million annual business, including achievement of financial objectives, profitability, inventory management, operating budget, marketing initiatives, leadership framework and career development of management staff.

- *Directed all aspects of the business, both sales and operations, for Tiffany's Mid-Atlantic flagship location in Tysons Corner, Virginia, one of the top ten producing stores in the country*

**EXPERIENCE** (Continued)

- *Appointed to the executive committee for Tiffany's Management Associate Program, an extremely selective management development program that trained new managers for leadership positions across North America*
- *Awarded Tiffany's "Store of the Year" for fiscal achievement, financial stewardship, and service excellence in 2009*
- *Was the only Director of a high volume Tiffany store in the Americas in 2009 to receive a rating of outstanding for Sales and Profit Objectives*
- *Employee Engagement scores for the period were the highest in the Mid-Atlantic and among the highest in Tiffany, North America*

**Manager of Sales** (1995-2009)

Managed all sales related activities in a multi-million annual business, including responsibility for achieving financial objectives, budget planning, marketing initiatives, client development, leadership, and career development of employees.

- *Achieved success through exceeding sales goals, individual and team development, organizational leadership, policy management, expense control, and representing the company within the community at charitable and client focused events*
- *Awarded Tiffany's "Store of the Year" for fiscal achievement, financial stewardship, and service excellence in 2002 and 2005*
- *Developed and managed an extraordinarily high performing sales team that ranked in the top 5 in the company and included the company's top producer for over 10 years*
- *Trained new managers through Tiffany's Management Associate Program, developing and placing numerous managers across the country*

**Manager of Operations** (1994-1995)

Lead all aspects of store operations and sales support functions including inventory management, merchandising, customer service, accounting and audit, process development and improvement, facilities management, security, and the direct supervision of 15 to 18 employees.

- *Excelled through building and leading the operations team, reducing inventory shortage, managing expenditures within budget, and improving compliance with financial audit guidelines*

**Assistant Manager, Operations** (1992-1994)

Supervised Jewelry Operations including inventory control, technical and customer services, business accounting, and security.

- *Successfully lead a team of six employees and performed in the capacity of Operations Manager prior to permanent promotion to that position*

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**PUBLICATIONS**

**The Character of Leadership** - [thecharacterofleadership.com](http://thecharacterofleadership.com)

Blog site outlining the leadership competency model developed and used for over a decade, as well as numerous topics related to business and organizational leadership including:

- *Leadership Development*
- *Change Management*
- *Organizational Culture*
- *Restructuring*
- *Service Excellence*
- *Team Dynamics*

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**EDUCATION**

**Master of Business Administration (MBA)**

The George Washington University, Washington, DC

**Bachelor of Fine Arts (BFA)**

Old Dominion University, Norfolk, Virginia