



Speaker Bios

<p>Devin Battersby is <i>Entrupy's</i> Support Operations Manager, including all on-boarding and relationship management. She earned a bachelor's degree in fashion merchandising management at the Fashion Institute of Technology. Devin has managed numerous multi-million dollar luxury resale stores in New York City, and has expertise in buying and training at the brick and mortar level.</p>	<p>David Engle is the CEO and co-founder of <i>Upright Labs</i>: an e-commerce solution for secondhand retailers. Over the years, David has focused on laying the groundwork for the scalability and growth of e-commerce departments by developing strategic roadmaps, designing optimal operations, and project managing critical implementations. Engle has helped over 2000 retailers, warehouse operations and e-commerce businesses transform their businesses. David has a Master's of Science in Logistics, Materials, and Supply Chain Management and a double major Bachelor's in Supply Chain and Operations Management from the University of Maryland.</p>
<p>Julie Jankiewicz is the owner of <i>Repeat Street</i> in Gurnee, IL. She opened it in 2003 as a children's shop and soon after added women's clothing, shoes, and accessories. She expanded her store in 2010 into the space next door to include small furniture and home decor. Repeat Street now carries clothes for the whole family. Julie has served on the NARTS Board of Directors and is an active member of her local community.</p>	<p>Kreta Lee began her resale journey after a 35-year career in the corporate and educational worlds, while simultaneously owning businesses in the retail, direct sales, and food industries. She purchased <i>Another Season Consignments</i> in 2003. They offer women and men's clothing/accessories, furniture and home décor. Merra Holmes joined Another Season ten years ago as a high school student. She was promoted to Manager while working part-time as she pursued her education in college and culinary school. After graduating from college with a Business degree in 2018, Merra became full-time and was promoted to General Manager. She supervises 5 departments with a staff of 20 employees.</p>
<p>Colleen Lloyd-Roberts, of <i>Monkeys In Hats</i>, college degree and major was Retail and Business Management with a Minor in International Marketing & Business. She held several retail sales and management positions before landing her dream job at the age of 20 in Shopping Center Development with Simon Property Group where she worked with Entrepreneurs. She then went on to become President of a \$50 million retail company and eventually became an Entrepreneur herself launching numerous successful ventures including being among the first e-commerce retailers & digital marketers.</p>	<p>Lisa Mills is the Business Development Director for <i>Sheriffs Ranches Thrift Stores</i>. She has been changing the lives of children for 40 years. Every aspect of Lisa's position requires her to provide exceptional customer service...whether working with her coworkers or sharing ways others can change the lives of children. Lisa realizes that an exceptional customer experience leads to greater support through donations and financially for the Youth Ranches. She says that customer service is so very important to everything their organization does.</p>

<p>Glenda Polak has strived to make <i>Caprice Consignment</i> one of Edmonton, Alberta's most irresistible shopping destinations. Described by her customers as a "superbly curated treasure trove of upscale fashion finds," Caprice offers generous doses of resale therapy as they work with customers to help them discover and love their unique fashion style. For Glenda it's never about making a sale; it's about making a difference. She presents Caprice Shopping Channel tri-weekly via Facebook Live and also co-hosts the bi-monthly women's networking event, Success Soirées.</p>	<p>Dennis Sewell has over 30 years of experience in business operations, logistics, technology and marketing. He is the co-owner of <i>StillGoode Consignments</i> specializing in furniture, home decor and estate auctions. StillGoode was founded in 2005 and has grown from a small 2,500 square foot variety consignment store, with one part-time employee, to a multi-million dollar furniture and home decor consignment store operating in 13,000 square feet with a team of 13.</p>
<p>Carolyn Thompson, CEO of Resale Global has over 20 years in the staffing and recruiting industry. She leads all hiring and operations at <i>Resale Global</i> including International field and HQ intern programs supporting the Resale Global user base around the world. Since 2014, Carolyn's resale store, ResellXL, has been a leading plus size reseller selling over 20% internationally every year. Carolyn's book, <i>The Essential Guide to Sustainable Reselling</i>, is out soon. She is a member of the National Speakers Association.</p>	<p>Deanna Thompson has been in the high-end resale space for over thirteen years. Considered a luxury industry veteran, she is the author of six books on luxury handbag authentication and has owned two luxury resale companies. She is also a spokesperson at several national conferences each year about luxury handbags: brands, the authentication process, and educational support for those building their independent resale businesses. Since the early days, her dedication to educating members of the resale industry has been her motivation. Today, Deanna is the Head of Strategic Operations at <i>Marque Luxury</i> and Co-Founder of <i>Marque Mentor</i>.</p>
<p>Krista Tolbert, is General Manager and Director of Style with <i>The Vault Luxury Resale</i>. They are a nationally recognized women's designer resale store in St. Louis, MO. Krista has been in the resale business for eight years in positions of management, human resources and store ownership. Her previous background has been in human resources and district management for retail giants JCPenney and Kohl's department stores where she gained great experience in developing strategies for growing sales, increasing employee engagement and being creative with ideas that are innovative.</p>	<p>Susan Zwart is currently the Director of Thrift Operations at The Open Door. <i>Second Glance</i> is their NFP thrift store. Susan began as a volunteer in the fall of 2002, when her youngest child got on the bus for kindergarten! She has been the store manager since Feb 2010, and recently became a director in the organization. The store has been in business for 23 years. They have gone through several locations and expansions over its duration. Susan has learned on the job, much about what works to provide a positive, customer, donor, and staff experience as well as provide critical revenue for The Open Door.</p>