

# Scott Knaul

*Retail Strategic Services Advisor*

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Scott Knaul is a Retail Strategic Services Advisor with Workforce Insight, where he delivers retail advisory services to some of the most well known organizations in the U.S. as they deploy strategies to optimize people, processes and technology to compete in today's challenging climate.

With a career that spans 15 years marked by progressive leadership in retail operations, Scott has been recognized for a host of breakthrough initiatives during his tenure with major retailers including JC Penney, Federated Department Stores, Victoria's Secret and Ann Taylor. Scott has been acclaimed for his visionary oversight and leadership success in the implementation of Ann Taylor's workforce management program at 950 stores, and the efficient rollout of a new operating platform for Victoria's Secret at more than 1,000 sites.

Scott shares responsibility with the company's senior retail leadership in the successful execution and delivery of strategic advisory services, workforce management consulting and implementation. Scott's deep expertise in retail operations, workforce transformation and process re-engineering aligns with Workforce Insight's approach to delivering practical solutions, without over-analysis and waste.

In addition to his leadership success in Store Operations, Scott has been a buyer, planner, warehouse manager, store manager and district manager, yielding deep sensitivity to the unique and varied challenges faced throughout retail organizations. Scott has been consistently recognized as a thought leader and innovator, demonstrated through his role in the creation of a leading workforce management user group. Scott is called on by customers and vendors alike to identify opportunities to optimize and strengthen systems for managing retail execution and workforce management.



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“ Scott's reputation for integrity and success has been marked by razor sharp focus on yielding measurable results from initiatives that streamline operations and improve profitability. He is widely known among clients and partners for his passionate dedication and ability to mobilize energy to bring about positive change. We are excited to expand on our shared commitment to helping businesses yield superior results from investments in labor and technology. ”

- Don Giffels, Managing Partner

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