

NEW AT THE TOP

Frank Zoghi

Position: Vice president, retail operations, Goodwill of Greater Washington, a District-based division of Goodwill Industries International, which provides employment training and job placement services to people from disadvantaged backgrounds and those with physical or emotional disabilities.

Career Highlights:

Zoghi served in a variety of roles at May stores (now owned by Macy's), including vice president/store manager, Hecht's department store; divisional sales manager, Hecht's; divisional sales manager, Foley's Department Stores; area sales manager, Foley's; area sales manager, Robinsons-May; department manager, Broadway department store; assistant manager, Broadway; and sales associate, Broadway.

Age: 43

Personal: Lives in Arlington with wife Cynthia and daughters Arianna, 10, and Laila, 9.

How did you get to where you are?

I came to the United States in 1992 when I was 18 years old. I'm originally from Iran. When I came here I had very limited skills with the English language. I understood English but could not speak it. I learned that for me to move up fast I needed to learn the

language. So, I started taking classes at Santa Monica College. It took me about a year to be able to communicate fully, and I started working immediately. I was a Christmas helper at the Broadway department stores in Los Angeles. I'm a very



people-oriented individual. I started to really like retail and decided to stay there. My efforts were recognized by the people who were mentoring me. I moved up really fast and became an assistant manager within a year, and within six months of that, I became a department manager.

I didn't finish college, and I think that was probably something that held me back to some degree. I think I would have risen up much faster had I had a degree. So, I worked very hard. When others worked eight hours, I worked 16 hours. People noticed. I was recruited to go to Robinsons-May by the chairman because he had been shopping at Broadway when I had assisted him by providing great customer service. He gave me his card, and I started working there. I was at Robinsons-May for some time, and I got married. My wife, who I had met while working at Broadway, continued with her education. We moved to Austin,

while she pursued her doctorate in economics. That's when I transferred to Foley's.

After that, we moved to the Washington, D.C., area, and I worked at Hecht's, which was one of the May department stores. I was a divisional sales manager at the time. Throughout my career, whenever I moved I had to prove myself all over again. This time was no different. I was placed in a very high-profile store, and I did a good job and got promoted within three years to be vice president and store manager of one of the Hecht's stores in the D.C. area.

I believe people are the biggest asset any corporation or organization has. In most cases, many fail to tap into that resource. I'm very good at training individuals and working with people side by side. I wouldn't be where I am today if I didn't have the people who worked for me on my side. I can relate to the mission that Goodwill is presenting. When I came to the United States, I was in some sense disadvantaged because I couldn't speak English. It took one person to believe in me and give me a job, and that's what Goodwill does. We believe that everybody is capable of improving their lives. That's what we focus on. We provide training, and we place them in jobs. We give people a chance where others maybe didn't.

— Judith Mbuya