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Summary of Qualifications

- Eleven years experience in retail management
- Proven ability to organize, analyze and meet operational deadlines
- Strong human resources experience
- Excellent interpersonal and communication abilities
- PC Skills with Microsoft Office and Peoplesoft
- BA in Business Administration
- Professional Human Resources Certification

Professional Experience

Office Depot

September 1996 to Present

- Internally promoted four times since hiring in 1996; have worked at over seven stores in the NW area

Store Expert

Store Manager

- Responsible for all operational, merchandising, and human resource management of a multi-million dollar retail store

Operations Manager

- Incorporated all aspects of operations and merchandising in a training store
- Performed human resource functions including selection process, scheduling, training, coaching and terminations
- Directly supervised receiving department for integrity of shipping and vendor relations and bookkeeping department for compliance with operational procedures
- Enforced all safety and training procedures
- Maintained security of sales floor displays
- Communicated with corporate offices regarding daily operations

Merchandising Manager

- Responsible for sales floor merchandising and compliance with corporate planograms
- Daily review of in-stock position and performed inventory balancing
- Enforced compliance with pricing and loss prevention standards

Kmart Corporation

December 1993 to September 1996

- Internally promoted within first year; worked at three stores in the NW area

Area & Merchandising Manager

- Implemented layouts and maintained sales floor appearance in several departments including soft home, clothing, jewelry, hard home, and sporting goods
- Directly supervised immediate staff in all departments listed above
- Ensured pricing and unit integrity including annual inventory and daily loss prevention concerns
- Responsible for opening and closing of store including supervision on entire store several days a week
- Assisted human resources with scheduling, selection, and terminations

Education and Certifications

- Professional Certification in Human Resources, **December 2005**
- Bachelor of Arts in International Business
- Minor in Foreign Languages – Spanish
- Graduate cum laude from Washington State University, **December 1993**

Awards and Recognition

- Chairman's Circle Award 2003 - Top 50 Stores nationwide for a combination of sales, profit and customer service
- Top Customer Service Index Score in Western Washington 2002
- Lowest cost structure for successful remerchandising project June 2001
- Highest Loss Prevention District Scores 1999 & 2000
- Coordinated major successful remodel May 1999
- Outstanding inventory results for 1997 & 1998