

Raymond E. Darling

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ACCOMPLISHED AND RESULTS-DRIVEN DIRECTOR

Extensive experience leading teams and districts in the retail industry that utilizes business acumen and skills for technical adoption and critical thinking to identify and solve problems and impact organizations with transformative results. Emotionally intelligent, proven leader, and accomplished in hiring, training, and coaching talent.

CORE COMPETENCIES AND SKILLS

Human Resources Management | Business Analysis | Team Management | Recruitment and Hiring | Customer Satisfaction | Training and Coaching | Inventory Management | Process Design and Improvements | Oral and Written Communication | Presentation Creation and Facilitation | E-learning Creation, Facilitation and Tracking
Proficient in Microsoft Office, Word, Excel, PowerPoint, Teams, Zoom, and Adobe Acrobat

PROFESSIONAL EXPERIENCE

District Manager | Five Below

February 2021 – Present

Lead 9 stores in Southern NY/ Northern PA comprising a total annual sales volume of \$20 million. As a district manager I build high-performing teams through recruiting, retention, and development of identified top talent. I maximize district performance through goal setting, action planning, employee coaching and the recognition of exemplary stores and individuals.

Key Accomplishments:

- Developed and implemented 90-day market introduction plan to support organization and region expectations.
- Successful assimilation of two districts while developing collaborative relationships with business partners and stakeholders.

District Director | Ralph Lauren

May 2019 – October 2020

Led ten stores in the Northeast New York district, comprising a total annual sales volume of \$37 million. During which time I collaborated with corporate business partners to ensure that store inventory meets customer demand. Maximized district performance through goal setting, action planning, employee coaching and the recognition of exemplary stores and individuals.

Key Accomplishments:

- Developed and implemented 90-day market introduction plan to align district expectations.
- Developed, communicated, and led the implementation of improved shipment processing standard resulting in \$300,000 in savings for Q4 2020.
- Supported development of business strategies and operating procedures to reopen under COVID-19 guidelines.

District Manager | Charlotte Russe

November 2014 – April 2019

Led ten stores in the Northeast New York district, comprising a total annual sales volume of \$16 million. Designed and enforced district service expectations to align with company customer-centric philosophy. Monitored sales, service, and inventory reporting to guide facilitation of store visits. Developed internal and external talent through recruitment and training.

Store Manager | Dick's Sporting Goods

April 2011 – October 2014

Led daily operations of Vestal, NY store with an annual sales volume of \$15 million.

Manager | Old Navy

April 2009 – April 2011

Led retail districts in Brooklyn, with 8 stores and \$88 million in annual sales volume, and Charleston, with 11 stores and \$44 million in annual sales volume.

Lead Business Systems Analyst / Project Manager | Gap Inc.

August 2006 – April 2009

Acted as the Project Manager and Business Operations Lead for four brands in the development and design of the Workbrain Workforce Management software application, estimated to deliver payroll savings of \$26 million/year.

Key Accomplishments:

- Created and delivered training materials to multiple brands and business partners to facilitate adoption of new workforce management applications and to enhance company staffing and scheduling procedures.
- Supported application administration and post-deployment problem resolution.

EDUCATION

Master of Business Administration, Health Services Administration

Anticipated May 2023

University of South Dakota, Beacom School of Business, AACSB

Graduate Certificate of Science, Business Analytics

Anticipated May 2024

University of South Dakota, Beacom School of Business, AACSB

Bachelor of Science, Healthcare Management

January 2021

State University of New York at Canton – *summa cum laude*

- Honors list – Spring 2020 and Fall 2020