

McKenzie Whiting

Manager Specialist

McKenzie D. Whiting

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Overview

Versatile Retail Manager, Customer Service Expert & Business Administration Student with concentration in Human Resource Management transitioning to remote work

Skills

Performance Management

Review job performance over specific periods and communicate strengths and opportunities with employees while being respectful and professional.

Customer Service Management

Business success correlates directly with customer service. I pride myself on my problem solving, conflict resolution and adaptability skills to make operations run smoothly and customers eager to come back. Building relationships is key with integrity, professionalism, and discretion.

Training & Leadership

Using emotional intelligence and empowerment to support employees in a way that makes them feel valued and understood is my top priority. Creating a safe environment and a team that trusts each other is essential to growing employees into leaders and challenges into profits.

Human Resources

Recruitment, hiring including w-2 and I-9 paperwork, understanding California labor laws, FMLA, discrimination and harassment policies.

Education

Southern New Hampshire University / BS in Business Admin

May 2022-June 2025, Online

Current Business Administration student with concentration in Human Resource Management

Valencia High School / High School Diploma 2009

Experience

Management / Various Retailers - 10 years

Customer Service Specialist / Various Retailers - 18 years