

## WENDI BAILEY

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OBJECTIVE: Part-time Organizational Development Consultant Internship

PROFESSIONAL EXPERIENCE:

2001-Present **Part-time Administrative Assistant**

Ortho Biotech, Irvine, California

2002-2004 **Graduate Assistant, Research Assistant, Supplemental Instructor and Tutor**

California State University, Long Beach

- Taught supplemental Sociology course and Guest Lecturer for Research Methods course.

1995-2000 **Senior Manager, Training and Operations**

Big Dog Sportswear, Santa Barbara, California

- Managed all aspects of training and operations for retail organization with 200+ stores and sales in excess of 100 million dollars.
- Created Management and Sales Training Programs.
- Created comprehensive reference manual for field use.
- Managed all training and incentive programs for the field.
- Directed all District and Store Manager Conferences.
- Directed all communication to the field including monthly motivational newsletter.
- Streamlined operations by reducing paperwork 25% resulting in more directed efforts towards sales.
- Mediated conflicts between field and corporate personnel.
- Developed and implemented new software programs.

**Manager, Direct Marketing**

- Managed all aspects of Internet and catalog division.
- Exceeded sales projections by 32%.
- Created and implemented training program for the mail order call center.
- Reorganized department to improve efficiencies and productivity.

**Manager, New Store Development**

- Managed all aspects of store construction and retrofits.
- Supervised the construction of 20+ new stores and 30+ retrofits.
- Lowered store construction cost by 17%.
- Implemented change to improve store construction and retrofit process.
- Created full price store build template.

**District Manager, Chicago**

- Managed 13 stores in 6 states.
- Increased district sales by 21%.
- Trained all new District and Area Managers within the region.
- Decreased management turnover by 70%.
- Promoted 1 Area Manager and 1 Store manager to District Manager.
- Produced Store Manager of the Year 3 years in a row.
- Named Regional District Manager of the Year and Field Employee of the Month.

EDUCATION:

Ph.D. in progress, Organizational Behavior, Claremont Graduate University

M.A. Candidate, Industrial/Organization Psychology, California State University, Long Beach, 2005

B. A. Psychology, California State University, Long Beach, 2003

PROFESSIONAL MEMBERSHIPS:

Society of Industrial and Organizational Psychologists

American Psychological Association