



PROFILE

Retail and client experience leader with nearly 10 years of management experience in luxury retail and mortgage operations, now serving as a Program Manager focused on housing stability and community impact. Skilled in building systems that enhance client engagement, streamline operations, and strengthen community partnerships. Passionate about experiential environments that blend strategy, service, and culture.

CONTACT

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WHITNEY BURK

Program Manager, Housing Stability

EDUCATION

Wayne State University
Fashion, Design & Merchandising

WORK EXPERIENCE

Rocket Community Fund, Housing Program Manager

5/2025 – Present

- Lead housing stability initiatives supporting foreclosure prevention across multiple Michigan communities.
- Manage grant partnerships with nonprofit and municipal stakeholders, ensuring operational alignment and measurable community impact.
- Design streamlined processes that improve partner experience and program efficiency.
- Represent the organization in public facing meetings, community events, and collaborative partnerships.

Rocket Mortgage, Team Member on Loan (Special Projects)

3/2022 – 5/2025

- Hand selected to work on a special project with the City of Detroit & Samaritas from 3/2022 - 5/2024 to help refugees find homes in Detroit. Partnered with various non-profit organizations to make this dream come to fruition.
- Hand selected to work on a special project with United Community Housing Coalition from 7/2024 – 5/2025, to help families living in foreclosed homes in Detroit, own the home.

Rocket Mortgage, Client Experience Operations Team Leader

1/2018 – 3/2022

- Managed, lead and developed various high-level vendor teams to move clients quickly along the mortgage process with minimal errors.

BCBGMAXAZRIA, Store Manager

2/2016 – 1/2018

- Managed all divisions of responsibility including operations, loss prevention, sales generation, human resources, visual merchandising, and client business to meet corporate sales goals.
 - Provided human resource services to employees by interviewing, hiring, reprimanding, and terminating employees as appropriate, managed master schedule and scheduled associates based on productivity, and provided coaching and feedback, evaluations for all staff while managing payroll.
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