

A results-oriented, culture-driven manager with over a decade of experience managing teams, customers, and building productive, lasting relationships, with a strong focus on driving customer satisfaction. I thrive in dynamic environments, fostering positive, collaborative, efficient work relationships and cultures. I excel at optimizing operations for efficiency, empowering employees to take ownership, producing ongoing customer satisfaction, and achieving growth through strategic planning.

Key Skills

- **Team Leadership:** Proven ability to motivate and empower teams to achieve their highest potential.
- **Customer Success:** Passionate about building strong customer relationships and driving retention through exceptional customer service.
- **Communication:** Strong interpersonal and communication skills, adept at fostering positive productive collaboration.
- **Project Management:** Proven track record of delivering projects on time and within budget across various industries.
- **Adaptability:** Flexible and resourceful, thriving in dynamic environments and quickly adapting to new challenges.
- **Data Analysis:** Skilled in data analysis and reporting to identify trends, inform strategic decisions, and measure success.
- **Technical Proficiency:** Skilled in various management tools, including Microsoft Project, Microsoft Office, Google Workspace, Asana, Jira, Trello, Notion, Monday, BaseCamp, and Slack.

Work Experience

Zunkz, Web3 NFT Member Rewards Program | Team Leader & Customer Success Manager | *Remote* | Nov 2021 - Current

- **Lead a remote team of 9, overseeing networking, marketing, strategy, analysis, support, and product developments**, ensuring optimal resource allocation, strategic planning, and fostering a positive work environment.
- **Successfully implemented multiple customer support processes and channels**, improving member communications by significantly reducing team response times through individual ownership within the support channels.
- **Developed new customer onboarding procedures**, reducing customer confusion and increasing new member retention.
- **Directed the development and launch of a new, interactive website and interactive rewards program**, drastically increasing community satisfaction.
- **Manage the project's financials, including treasury, budgets, and payroll**, ensuring timely payments, detailed account tracking, and maximizing resource efficiency.
- **Strategized and implemented online social campaigns**, increasing the project's public interest and engagement prior to specific product releases.

HealthEgo, Health & Fitness Social Platform | Founder & Project Manager | *Remote* | Mar 2016 - Dec 2022

- **Spearheaded the creation, development, and release of a health & fitness social media app**, targeting health & fitness influencers and those interested in a health focused supportive community.
- **Managed multiple teams of outsourced developers** through multiple product releases, ensuring on-time and on-budget delivery.
- **Successfully launched iOS and Android apps**, expanding the platform's reach and accessibility.
- **Navigated complex challenges posed by unreliable development groups**, demonstrating problem-solving and conflict resolution skills.

Health Coach, Private Executive Health Coaching | Health Coach | *Palo Alto, CA* | *Mar 2016 - Nov 2021*

- **Developed individualized health & wellness plans for high level VC executives and their family**, promoting preventative health and wellness strategies.
- **Organized, managed, and tracked client's progress using daily check-ins, scheduled surveys, and weekly in-person consultations**, ensuring personalized attention and achieving tangible results for clients.
- **Practiced information security and data privacy** with the use of NDAs and reporting with data classification methods.

GreatLyfe, Marketplace for Wellness Services | Operations Manager | *San Jose, CA* | *Sep 2015 - Mar 2016*

- **Optimized team workflow and resource allocation**, delivering two major product releases ahead of schedule and exceeding performance targets.
- **Established and enforced strategic project planning and tracking systems**, ensuring on-time, on-budget delivery of key milestones and driving operational efficiency.
- **Implemented Agile methodologies to streamline operational workflows**, optimize resource utilization, and empower team ownership, resulting in significant cost reductions and improved project delivery timelines.
- **Developed and presented a compelling business case to secure initial angel investment**, demonstrating strategic resource acquisition and financial planning capabilities.

Equinox, Health & Fitness Club | Personal Training Department Manager | *Palo Alto, CA* | *Dec 2012 - Sep 2015*

- **Managed a department of 3 managers and 45 personal trainers, overseeing schedules, budgets, training, and performance**, ensuring consistent quality and exceptional service delivery.
- **Successfully implemented new employee training programs that increased employee and client satisfaction**, leading to a substantial increase in employee and client retention.
- **Managed multiple concurrent projects to optimize department operations**, reducing costs and streamlining processes.
- **Conducted weekly team meetings to set goals, review performance, and provide coaching and support**, fostering a culture of continuous improvement, ownership, and team growth.
- **Developed and implemented a new hiring process that reduced time-to-hire**, optimizing the hiring process and ensuring the team's effectiveness.
- **Provided regular project status reports and department analysis to corporate management stakeholders**, ensuring transparency and accountability throughout the organization.

Education

Cybersecurity Foundations Certificate | LinkedIn | Online | 2025

- Understanding the cybersecurity frameworks and standards.

Gen AI prompting Certificate | Google | Online | 2024

- Generating effective AI prompts, proper techniques, custom AI agents, data analysis, and presentations.

Gen AI Introduction & Applications Certificate | IBM | Online | 2024

- Generative artificial intelligence (AI) fundamentals, text, image, code, speech, video and data augmentation.

Project Management Professional Certificate | Coursera | Online | 2024

- Project Management foundations, initiation, planning, execution, Agile & Waterfall methodologies, real world applications.

Data Science & Computer Engineering | Bloom Institute of Technology | Online | 2021

- Data analysis, engineering, modeling, machine learning, computer science, Python.

BS Environmental Science | University of Redlands | Redlands, CA | 2007

- Bachelor of Science in Environmental Science with a focus in Sustainable Architecture.

Documents

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