

## GENERAL MANAGER | BUSINESS OWNER | NIGHT MANAGER

Analytical and strategic professional, excellent communicator, detail-oriented with strong organizational skills, and healthy time management. Experience in building processes from the start while continuously improving products and services towards excellence. An exceptional problem-solver with a passion for productive interpersonal relationships and team building.

### Areas of Expertise

- Business Development
- Business Requirements
- Product Knowledge
- Project Management
- Customer Service
- HTML | CSS
- JavaScript
- Node.js | Express
- Process Improvement
- Marketing and Media
- Training and Mentoring
- Financial Statements

## PROFESSIONAL EXPERIENCE

PST

02/2017 – present

### General Manager

- Designed and implemented numerous strategic business development programs to enroll customers into program while improving customer service. Increased enrolled client area by 30%.
- Developed advanced multitasking ability and excellent interpersonal skills through planning and organizing customer product delivery by determining order requirements and communicating specific customer needs to the operational staff. Ensured efficient routing and on time delivery.
- Acquired operations management abilities by supervising daily warehouse operations, implementing an efficient storage plan, collaborating with other firms to schedule product deliveries and returns.
- Established enthusiastic culture by leading a team of technicians, mechanics, and operators into ensuring quick, accurate service and processing.
- Created a new data processing algorithm to boost input accuracy, increasing troubleshooting capability and reducing fertilizer use while improving client crop health.
- Optimized client databases, dropping the client processing time by 70%.
- Designed, coordinated, and executed large scale procedures within budget and on-time across millions of dollars of assets to minimize client input in production systems.
- Leveraged organizational and product knowledge by designing and implementing improved processing procedures for over 1,000 client assets each year, reducing processing errors to zero.
- Coordinated a team of operators and mechanics throughout spring and fall rushes, monitoring inventory levels during the procurement and transport of products, and ensuring that the heavy machinery is safely and accurately maintained and operated.

JUST A PARTY EVENTS

12/2018 – 03/2020

### Co-Founder | Business Owner

- Obtained, organized, and reviewed operating and financial statements and all sales records,
- Communicated and negotiated with internationally recognized music artist's agents.
- Maintained rigorous time-management standards while implementing stellar customer-service skills to foster an immersive and exciting celebratory atmosphere for everyone attending the events.
- Provided oversight and leadership in marketing-related aspects, ranging from developing physical and digital promotion strategy, asset creation, and implementation.
- Directed marketing, project management, business development and operations, successfully growing the business from 47 attendees per event to over 500 attendees in only one year.
- Created and executed business strategies to successfully expand operations across the nation, into larger, more competitive markets such as New York City, Washington DC, and San Francisco.

FREELANCER

03/2020 – present

### **Web Development | Web Hosting**

- Produced comprehensive and highly compelling user interfaces for web navigation and other multimedia presentations deployed in a variety of contexts using Webflow, WordPress, and WooCommerce.
- Developed extensive knowledge in reading, debugging and writing HTML, CSS, JS, and the ability to convert Webflow to various CMS Systems such as WordPress, Shopify, and Ghost.
- Work directly with the clients to establish project scope, interaction guidelines, project timelines, providing competitive market analysis and proposing suggestions to the design and functionality.
- Proficient in back-end web development with node.js, Express, MongoDB, WHM, WHMCS, and cPanel.

VARSITY CLUB

2015 – 2017

### **Night Manager**

- Worked with and for various types of people, which taught me patience and understanding.
- Planned and led staff meetings, cross-trained new staff, and assisted with financial verifications.
- Monitored revenue operations to ensure quality standards of guest serves, profitability and maximization of revenues for business and tipped employees were met.
- Facilitated night audit, ensuring and securing all club's billing and banking transactions were processed accurately, providing oversight over a team of up to ten people.

## **EDUCATION AND CERTIFICATIONS**

- **Bachelor Degree in Political Science**
  - The Ohio State University
- Ohio Corn and Wheat Growers – Policy Academy
- Ohio Corn and Wheat Growers – Leadership Academy

## **SOFT SKILLS**

- |                          |                 |                       |
|--------------------------|-----------------|-----------------------|
| • Collaboration          | • Communication | • Analytical Thinker  |
| • Emotional Intelligence | • Adaptability  | • Social Conscience   |
| • Complex Problem Solver | • Leadership    | • Business Etiquette  |
| • Team Work              | • Perseverance  | • Client Oriented     |
| • Conflict Management    | • Confidence    | • Attention to Detail |