

DISTRICT MANAGER

Summary

I am seeking a setting in which I can expand on and use my sales and management experience. I have a outstanding track record of exceptional customer service, pro-active business strategies and award winning sales. My passion is leading teams to success through employee engagement. I look forward to using my marketing and sales skills to work with and grow with your team.

Highlights

- I have trained in and used ABA.
- Trained yearly in Autism Spectrum disorder.
- Trained and experienced in the use of Basic Language and Learning Skills (ABLLS).
- I am flexible and able to adapt and achieve my goals in various settings as I have done in home, school and community.
- I am experienced in methods of data collection including trials that are used to record the progress of the child.
- Direct and plan curriculum for camp programs and special activity days in a creative manner.
- Work with children, families and staff.
- Communication skills include speech, written reports and graphs showing achieved objectives.
- I have an enormous amount of patience which I have found to be very useful in working with any population of children, especially those children diagnosed with Autism.
- I have hold district and regional awards for effective management of labour, revenue and over all productivity.
- I have computer knowledge and skills that I use every day to record and track expenses, labour and all aspects of the business.
- I enjoy a challenge and often set goals for my self and staff above that of the company.
- Staff development & team engagement
- Effective management of P & L for multi sites & portfolios
- Skilled in SWOT analysis
- Effective computer Strategic planning
- and skilTeam building
- [Report type] reports expert
- Multi-site operations
- Multi-unit operations management
- Staff retention
- Relationship building
- Quantifiable revenue increases
- Is for every day use to track and record labor expenses, profits and all aspects of the business
- Strategic planning and problem resolution
- Outstanding customer service
- Hiring, coaching and developing high performing teams

Accomplishments

- I am seeking a setting in which I can expand on and use my sales and management experience. I have a track record of exceptional customer service, pro-active business strategies and award winning sales. My passion is leading teams to success through employee engagement. I look forward to using my marketing and sales skills to work with and grow with your team
- Spearheaded an employee engagement program, resulting in employee and costumer retention. Boosted customer satisfaction ratings by 10% in under 9 months.
- Grew revenue by 20% over previous year in my first year by spearheading development of high quality service delivery, employee engagement & building brand awareness in the market.
- Took three under performing stores from negative EBITA to positive EBITA performance in under 12 months.

Experience

District Manager Mar 2012 to Current

Company Name - City , State

My responsibilities as a district manager for Knowledge universe included overseeing 6 early child education centers located in Long Island New York. During my two years with Knowledge Universe I focused my district around improving financial results, elevating program quality & brand

recognition and building team engagement. accomplishments while at Knowledge universe include moving two negative ebita centers to positive ebita in a 12 month period, opening a new center in fall of 2014 & five centers pursue NAEYC accreditation.

Director Aug 2007 to Oct 2012

Company Name - City , State

NY My duties as director of the Tutor Time center includes, caring for the health, welfare, diet, and nurture of the children while they are in the center; curriculum and program development; recruiting, training, and supervising staff; to plan, coordinate and lead the activities and learning of the Child Care Center, and maintaining records. I also hold and maintain the NYS child care license. In the three years as director I have increased revenue and enrollment at the school. I reduced the cost of labor and expenses by effectively managing the center.

Area Manager Oct 2012 to Mar 2013

Company Name - City , State

My duties as area manager of The Learning Experience include overseeing nine franchise owned schools. I am responsible for collecting monthly financial reports as well as conducting audits of child care manager, bank deposits, and employee & student files. Working with the franchise owners I set financial budgets & enrollment goals for each of my nine schools. I evaluate the centers to ensure the TLE brand is represented and maintained to company standards. I review the monthly director report & approve school newsletters. I support the school in licensing compliance. I address parent complaints & concerns. I set marketing goals and provide support in touring & enrollment.

Director Jan 2006 to Aug 2007

Company Name - City , State My duties as director of the Good Shepherd Child Care center includes, caring for the health, welfare, diet, and nurture of the children while they are in the center; curriculum and program development; recruiting, training, and supervising staff; to plan, coordinate and lead the activities and learning of the Child Care Center, and maintaining records as required by the department of Public Welfare. I also write grants and organized fundraisers and trainings

Teacher Jan 2005 to Jan 2006

Company Name - City , State My duties at West Houston Charter School include teaching science, math computers and art to sixth seventh and eighth graders. I have written lesson plans, planned creative projects and monitored students behavior. I was required to communicate frequently with parents and members of staff. I have worked closely with the special education department to meet the needs of my students that need modified academic and behavior plans.

Assistant Director Jan 2004 to Jan 2005

Company Name - City , State As the assistant director of a private pre-school I had many duties. I opened and closed the school. I monitored the school to make sure we were in compliance with state child care and health laws. I trained and monitored staff on a daily basis. Writing curriculum for academic programs for ages two through six that built reading and writing skills was primarily done by myself. I lead staff meetings, planned special events, communicated with parents, and gave tours to promote and sell spots at the school.

Youth Advocate Programs Jan 2000 to Jan 2004

Company Name - City , State

I was responsible for implementing the treatment plan for children with various disabilities including autism. I spent four years working one on one with an autistic child. I have worked on behavior modification, attending skills and overall social skills. I have collaborated with a team of individuals in developing the best approach to implementing the treatment plan. While employed by Youth Advocate Programs I received yearly training on Autism Spectrum Disorder as well as training in CPR and CPI. I was also trained in behavior modification. I performed my work duties in many different settings including community, school and the home.

SUBSTITUTE TEACHER Jan 1999 to Jan 1999

Company Name - City , State Implemented and the work plan of the absent teacher. Oversaw activities of students and maintained a safe learning atmosphere.

ASSITANT STORE MANGER Jan 1992 to Jan 1996

Company Name - City , State

I supported the manager in the duties of the kiosk. Displayed and sold merchandise to customer.
Helped achieve stores sales goals.

Education

Bachelor's , social work 1995 State University of Stony Brook - City , State , US Bachelor's of social work 1993-1995 State University of Stony Brook Stony Brook, NY Member, Gold Key Honor Society. Served a two year internship that involved working with children of various ages in a homeless shelter and group homes. Served as director of a summer camp program for homeless children. Created the plan for the summer program and supervised staff.

Associate's 1993 Suffolk County Community College - City , State , US

Associates degree 1991-1993 Suffolk County Community College Brentwood, NY

Certifications

CPR CPI ABA

Professional Affiliations

Gold Key Honor Society. Served a two year internship that involved working with children of various ages in a homeless shelter and group homes. Served as director of a summer camp program for homeless children. Created the plan for the summer program and supervised staff

Fundraising for Twirling & Dance association and other local West Islip school organizations. Help organize and promote fundraising efforts of non profit groups.

Skills

Training, Recruiting, Sales, Sales Goals, Cpr, Therapeutic, Teaching, And Sell, Assistant Director, Basis, Writing Skills, Audits, Budgets, Financial Reports, Marketing, Tle, And Sales, Award, Collection, Customer Service, Data Collection, Employee Engagement, My Sales, Patience, Progress, Receptionist, Retail Sales, Sales And