

**ERIN CLAUDIO**

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☎ 909-649-2853

**WORK EXPERIENCE**

**Faculty** 2014-Present

***NOLS Wilderness Medicine Institute***

- Teach challenging wilderness medical concepts in a manner that is concise, effective, and fun for students
- Demonstrate exceptional teamwork through collaborating with over 35 co-instructors for more than 40 classes

**Director of Youth Sports** 2017-2019

***Grand Traverse Bay YMCA***

- Increased revenue growth by 200% in Sport programming
- Created five new programs that are now a standard part of the program catalog
- Increased customer satisfaction score (NPS) by 60 points in key areas
- Managed over 500 volunteers (the largest group of volunteers for the YMCA)

**Adjunct Faculty** 2007-2014

***Northeastern Illinois University***

- Designed and taught wellness/health-based courses that covered a wide range of topics:
  - Health for Effective Living
  - Team Sports
  - Origination and Administration of Leisure Program
  - Principles & Practices of Recreation and Leisure
  - Community Health

**Coordinator of Experiential Programs** 2007-2014

***Northeastern Illinois University***

- Directed the development of programs that served a yearly average of 700 Northeastern students and 50 professors, in addition to 200 local community organizations
- Increased budget by 400% (from \$5,000 to \$25,000)
- Trained, managed, and evaluated over 100 staff
- Improved customer service score by over 35% within a four-year period through improved staff training

**Administrative/Senior Instructor** 2005-2006

***Outdoor Wisconsin Leadership Synergies***

- Facilitated team building for over 1,000 corporate, university, and school groups

**EDUCATION**

**Master of Science, Recreation Administration** August 2006

***Aurora University***