

## PROFESSIONAL SUMMARY

*Career-long record of operations, business development, and management innovation for leading businesses*

Proven talent for aligning business strategy and operational objectives to achieve maximum operational performance and success with minimum resource expenditures. Growth-focused leader and exceptional administrator with keen interpersonal communication, and organizational skills, as well as budget management, marketing development, and resource allocation expertise.

## PROFESSIONAL EXPERIENCE

INNER PEAKS CLIMBING CENTER

FEBRUARY 2018 – PRESENT

### DIRECTOR OF OPERATIONS

- Manage 3 facilities totaling over 65,000 sqft. which services 1,800+ monthly members and 10,000+ monthly active users
- Recruit, hire, develop and mentor 60+ service-oriented, collaborative, passionate team members
- Manage 60+ staff as the head of 3 departments; Marketing, Product Development and Operations
- Orchestrated and managed a company-wide restructuring in collaboration of the Ownership group
- Execute integrated marketing program campaigns by leveraging diverse marketing assets including grassroots, print, digital and social media
- Oversee the company's global marketing structure
- Ensure a consistent social media presence that meets with our brand and appearance standards
- Direct operations and logistics of 25+ local and regional programs and events a year
- Manage and collaborate with the ownership group on a \$4-Million 18,000 sqft. new facility, with a focus on strategic business growth, risk mitigation and facility operations development
- Build relationships across the local and national industry
- Handle all profit and loss tracking based on cost of staffing and cost per pass
- Audit and augment company training and on-boarding program to comply with OSHA requirements, insurance mandates and company policy
- Complete yearly insurance renewals for each facility and maintain compliance with insurance company and industry standards
- Review, log and follow up with all accident and incident reports, and train staff on EAP

US NATIONAL WHITEWATER CENTER

OCT 2015 – FEB 2018

### PROGRAM MANAGER

- Developed and implement new programming to create cohesive policies and procedures while aligning efforts of multiple departments to implement programming
- Maintained a fleet of over 500+ bikes serving over 40 miles of trails and managed a team of 10+ bike mechanics, 5 bike program coordinators and 1000's of daily users
- Pioneered and operated the world's first deep-water-solo climbing program while managing the operational budget for the \$4-million facility
- Hired, trained and managed 200+ staff members, serving up to 15,000 guests per day
- Forecasted yearly budgets, maintained records of compliance and adherence, and analyzed daily cost per pass estimates to mitigate staffing costs
- Organized and hosted the pro-level Tuck Fest deep water solo climbing competition with a \$15,000 purse and sponsored professional level talent, in conjunction with 12 other outdoor industry events
- Orchestrated center-wide, cross-departmental dispatch operations, and staff and guest safety efforts

CARE FOR DOGS, THAILAND

JUN 2014 – DEC 2014

**SHELTER MANAGER (Temporary Consultant)**

- Directed day-to-day operational tasks including all staff and volunteers at the shelter
- Coordinated adoptions & outreach programs/events
- Maximized a limited annual budget of \$150,000 to vaccinate, feed, and house over 500 dogs
- Spearheaded a 'Trap, Neuter, Vaccinate & Release' program, sterilizing over 600 dogs
- Guided, trained, and mentored a local Thai shelter manager to take over upon the expiration of my work Visa

ALL HANDS, THE PHILIPPINES

JAN 2014 – MAY 2014

**PROJECT MANAGER (Temporary Consultant)**

- Researched and planned the rebuilding of 250 homes with a budget of \$500,000 & supervised a staff of over 60 people in partnership with Habitat for Humanity
- Recruited, inspired, and enabled a Filipino leadership team of 10 to take over after the planning phase
- Represented the organization to the local and international community & government leaders
- Composed and submitted weekly reports providing progress updates, activities, and expenses

USA, SOUTH KOREA, CHINA, MYANMAR, OMAN, DECEMBER 2008 – OCTOBER 2015

**ESL INSTRUCTOR**

- Taught general, conversational, and business English, locally & internationally to students ranging from kindergarten to adult
- Organized and hosted English seminars & events for thousands of students
- Engineered curriculum and new study material for all courses

INNER PEAKS CLIMBING CENTER

OCTOBER 2004 – DECEMBER 2008

**Operations Manager**

- Controlled operational tasks, 60+ staff, and client relations at the facility
- Customized, coordinated, and oversaw rock climbing fundraisers and events
- Fostered the development of youth programs and promotional marketing
- Managed staff training, onboarding and offboarding

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**EDUCATION AND CREDENTIALS**BACHELOR OF ART (B.A.) IN ANTHROPOLOGY, 2008*University of North Carolina, Charlotte, NC*

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**ADDITIONAL EXPERIENCE****VOLUNTEERISM:**

- All Hands Volunteers in the Philippines as a disaster relief volunteer & team leader, 2014
- F.R.E.S.H. Nepal, in Kathmandu Nepal as a live-in volunteer, 2012
- AmeriCorps in the USA as an assistant social worker & ESL teacher, 2007 – 2008
- Nature House Conservation Sea Turtle Rescue as a live-in volunteer, 2001
- Habitat for Humanity as a construction volunteer on various projects, 2002, 2007, 2008, 2010
- Boy Scouts of America Eagle Scout with 400+ hour service project 2002

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**ADDITIONAL INFORMATION**

**Technical Proficiencies:** Windows, Mac OS, Microsoft Office Suite, Microsoft Project, Excel VBA, Formsite, Max Panda, Mind Body, Adobe (Photoshop, InDesign and Lightroom), QuickBooks, Eventbrite, PayPal, MailChimp, Siriusware, When I Work and Humanity HRIS Platforms, Social Media Platforms, Office 360, SharePoint, Google Docs, DropBox, Hootsuite, HubSpot, Google and Facebook Analytics, Rock Gym Pro, ADP, Workday, Agile, Lean Six Sigma Training

**Hobbies & Global Experience:** Outdoor education, lived in and traveled to over 28 different countries, 2800-mile self-guided bike trip across China, Search and Rescue training, Ultra-running: completed 50k and 50-mile races, Self-guided expedition to Everest base camp, Black Diamond level skier