

## EDUCATION

- M.F.A. Theatre Practice. University of Alberta, Edmonton AB, May 2017.
- M.A. Theatre Arts. Eastern Michigan University, Ypsilanti MI, April 2004.
- M.S. Science of Sports. Babes-Bolyai University, Cluj-Napoca RO, May 1998.
- B.A. Physical Education. Babes-Bolyai University, Cluj-Napoca RO, May 1997.

## WORK EXPERIENCE

Apple West Edmonton, R273, Edmonton, AB Sep 2022 - Feb 2023  
*Lead ISE*

- Assisted team members and leadership to ensure operational excellence and support an excellent customer journey during the busy season of back to school and holidays.
- Gained trust and built rapport across all store teams in order to obtain buy in towards execution of Apple's priorities.
- Took opportunities to seek feedback from our customers on how to improve their experience in store.
- Demonstrated strong decision quality while taking action in the moment.
- Gained experience in conflict management amongst both peers and customers.
- Nominated by the leadership team to receive a cash bonus for Q1 FY23 (Oct, Nov, Dec).

Apple West Edmonton, R273, Edmonton, AB Apr 2021 - Sep 2021  
*Business Expert ISE*

- Managed over 500 accounts during critical time when current BP and BE were on vacation.
- Deepened relationships and business development across hero products and Apple Services.
- Ensured proper applications of Business Loyalty pricing and customer spend segmentation as well as CRM data quality.
- Consistently generated revenue through opening pipeline, follow up on open opportunities and providing complete solutions.

Apple West Edmonton, R273, Edmonton, AB Feb 2019 - Present  
*Technical Expert*

- Achieved 100% in Same Unit Repair success rate while maintaining 100% Net Promoter Score over several quarters.
- Seized opportunity to connect with the lead geniuses to seek out mentorship opportunities to bring up the team average in same unit repair.
- Enlisted by the leadership team and lead geniuses to mentor some of the other team members in order to bring the SUR team average to 92% or better.
- Nominated by the leadership team to receive a cash bonus for Q2 FY22 (Jan, Feb, Mar).

Sumter Family YMCA, Sumter, SC Jan 2006 - Aug 2011  
*Fitness and Wellness Director*

- Senior level, multi team leader position, responsible for the successful day to day operation of all Health, Fitness and Aquatic programming.
- Responsible for hiring, developing talent, team retention and managing performance.
- Actioning feedback from staff and customers to improve experience in the facility.

University of Alberta, Edmonton, AB Jan 2013 - Apr 2017  
*Contract Instructor*

- Taught *Movement and Physical Theatre, Oral Communication, Introduction to Dramatic Process and Play Analysis*.

University of Alberta, Edmonton, AB

Aug 2014 - Apr 2017

*Graduate Teaching and Learning Program Coordinator*

- Plan, organize and run the Graduate Teaching and Learning Program *Teaching Weeks* event at the beginning of every fall and winter terms.

Purple Rose Theatre Company, Chelsea, MI

Dec 2004 – Jul 2005

*Apprentice*

- Full-time position, 40-80 hours/week. Production and rehearsal assistant to the stage manager, properties designer, master electrician, sound designer, scene shop assistant, production run crew, evening box office staff and house manager. Administration: development projects, maintain CRM patron database, phone reservations, customer service.

Eastern Michigan University, Ypsilanti, MI.

Sep 2002 – April 2004

*Instructional Assistant*

- Taught *Scene Shop 101* and *Introduction to Scenery Construction* in exchange for stipend and full tuition.

Babes-Bolyai University, Cluj-Napoca, ROM.

Sep 1998 – May 2000

*Adjunct Professor*

- Led the Physical Education program for Department of Theology. Taught, test, evaluate and grade *Health and Wellness* classes for freshman and sophomore students.

Avram Iancu University, Cluj-Napoca, ROM.

Sep 1996 – May 1997

*Adjunct Professor*

- Led the Physical Education program and *Aerobic Gymnastic* courses. Taught, test, evaluate and grade *Health and Wellness* classes for freshman and sophomore students.

#### LEADERSHIP DEVELOPMENT

- University of Alberta FGSR Graduate Teaching and Learning Program Level II, May 2017.
- Citadel / Banff Professional Theatre Program Directing, Jan - May 2015.
- Multi-Team Leader Certification from YMCA of the USA, Aug 2010.
- Leadership Sumter Program, Class XX, May 2008.
- Leadership Program Schoolcraft College, June 2001.

#### OTHER TEACHING

- Taught *Improv Principles and Games* at University of Alberta Graduate Student Association, Unwind Your Mind Series, April 2017.
- Taught *Using Your Voice in the Classroom* at University of Alberta, Graduate Teaching And Learning Program, Sep 2015 & Sep 2016.
- Taught *Performing Arts (Theatre, Movement, Dance)* at Camp-Sloane YMCA, Lakeville, CT. Also taught a diving class, Jun - Aug 2000.
- Taught American Red Cross Swim System at Camp-Sloane YMCA, Lakeville, CT, Jun - Aug 1999.

#### RESEARCH ASSISTANT

- Teaching/Research Assistant for Professor Stefano Muneroni, DR 103 Theatre History, 12 hours/week for 13 weeks, Sep - Dec 2013.
- Research Assistant for Department Chair Kate Weiss, 12 hours/week for 13 weeks, Jan - Apr 2013.
- Research Assistant for Professor Piet Defraeye, 12 hours/week for 13 weeks, Sep - Dec 2012.

#### VOLUNTEER, SERVICE AND COMMITTEES

- Department of Drama BA Committee, U of A, Jan 2013 – May 2017
- Board of Directors Mile Zero Dance, Sep 2014 – Sep 2016.

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- Graduate Drama Student Association, Treasurer, U of A, Sep 2013 – May 2015.
- Team Manager Soccer for South West United FC indoor season, Sep 2015 - April 2016.
- Head Coach Soccer for Malmo Community outdoor seasons, 2013, 2014, 2015, 2017.
- Board of Directors Sumter Little Theatre, May 2009 – May 2012