**Christian M. Gainer**

8 Grandview Dr.

Lancaster, NH 03584

603-366-6111

CMGainer@gmail.com

**Education: Graduate** May 2001

Bentley College, Waltham MA

Masters of Science Finance

G.P.A 3.62

**Undergraduate**  May 1999

Bentley College, Waltham MA

Bachelor of Science in Finance

G.P.A 3.60 Finance 3.80

Minor: Computer Information Systems

Honors: President’s List, Dean’s List, Finance Honors Program

**Experience: GENERAL MANAGER** Jan 2003-Current

*Santa’s Village, Inc., Jefferson, NH www.santasvillage.com*

* + - Established Mission Statement and park wide operational philosophy and standards
    - Executed and maintained 1,2 & 5 year action/expansion plans
    - Redefined corporate/operational structure to accommodate change and growth
    - Consistently worked with accountants/banks to maintain a conservative debt leverage
    - Reported directly to the Board of Directors as Chairman
    - Created park wide programs to measure effectiveness (financial, guest satisfaction, employee moral) for each department
    - Maintained a personal relationship with all 350+ employees
    - Continued duties of Director of Operations

**DIRECTOR OF OPERATIONS** Jan 2003 – Current

*Santa’s Village, Inc., Jefferson NH www.santasvillage.com*

* + - Oversaw all 11 departments and 350 employees of the entire amusement park
    - Maintained clear and constant communication to accomplish goals
    - Empowered and motivated employees to make positive changes to their department/shops
    - Coordinated numerous vendors, federal officials, state officials and contractors with department heads
    - Maintained a positive atmosphere with a concentration on guest satisfaction and operational efficiency
    - Increased profit margins while increasing guest approval ratings and employee moral
    - Created cost center accounting programs to measure each department’s profitability
    - Challenged departments with attainable weekly, monthly and yearly goals

**DEPARTMENT DIRECTOR** (Foods, Gifts, Rides, Grounds, HR, Finance) May 2001 – Dec 2003

Santa’s Village, Inc., Jefferson NH www.santasvillage.com

* + - Directed each individual department for one operating season
    - Redefined each department by establishing a philosophy, creating goals, efficiencies and training programs
    - Reduced costs & employee hours and increased profits & customer satisfaction

**Other:**

* + - * Vice Chairman: White Mountains Attractions Association
      * Proficient in MS Office & accounting software
      * Volunteer: Col. Town Rec. Spending Committee, youth sports coach
      * References: Available upon request