

# SENIOR BUSINESS RESUME

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## SENIOR BUSINESS/LEARNING OPERATIONS LEADER

*Transforming Business Operations.....Leading Educational Excellence.....Delivering Results*

### OPERATIONS LEADERSHIP STRENGTHS

- ✓ Staff Training & Development
- ✓ Military Organizational Expertise
- ✓ Vertical Development Systems
- ✓ Revolutionize Business Models
- ✓ Devise long-Term Business Value
- ✓ Ideate/Implement Learning Objectives
- ✓ Identify Lucrative Market Opportunities
- ✓ Execute Performance Standards
- ✓ Unit Development Leadership
- ✓ Influence/Empower Subordinates
- ✓ Superior Mental Agility / Owns Decisions
- ✓ Foster Strong Business Relationships

- **Experienced and successful Military Operations** leader and U.S. Army Reserves Command Sergeant Major, with a demonstrated track record of streamlining operations efficiencies, effective staff training and development, and identification of cost containment factors that impact operations efficiencies/revenue at a fundamental level.
- **Strengthen position and support long-term sustainability** goals utilizing a reputation as a leader in tactical development of a competitive advantage. Develop sound strategic direction that facilitates staff/operations growth, efficient workforce utilization, and cost-effective productivity.
- **Actively pursuing Senior Level Operations/Learning Leadership opportunities** with a world-class employer who values military expertise, turnaround of operational deficiencies, and an integrity-driven work ethic.

## PROFESSIONAL EXPERIENCE

**1985 to Present: United States Army Reserves, Nationwide**

### ➤ Command Master Sergeant/Staff Professional Development - AR-MEDCOM, Senior Way, PA (2011 to 2014)

Leverage strong knowledge of military operations, with oversight of 8,985 Soldiers of the Army Reserve Medical Command and 75 facilities located in 41 states—manage operational budget of \$61M. Serve as Senior Enlisted Advisor to the Commanding General; support the NCO Support Channel, Professional Development Program, and Leader/Unit development.

- Develop and execute policies and procedures, ensure performance standards are maintained, and oversee complete care and support of Enlisted Soldiers.
- Provide detailed advice and leadership to staff and six direct report commands on mission command, policies/procedures, regulation, and directives focused on health/welfare of Soldiers, Civilians, and family members.

### EVALUATION COMMENTS SAMPLING

- "A courageous leader, takes initiative, confronts indiscipline, and makes tough calls with intelligence."
- "Influences, empowers, and underwrites subordinates—a center of gravity for the command."
- "Unquestioned integrity, pure motives in all actions—loyal and honorable."
- "A brilliant performer with superior potential, process mental agility to understand/navigate through complex, uncertain, and ambiguous environments."
- "Uncanny emotional intelligence and interpersonal communication skills, matchless ability to inspire and empower; connects through humor at all levels of the command."
- "Exceptional problem solver; always accomplishes the mission regardless of barriers; no excuses."

### ➤ Command Master Sergeant - TF 807 Medical Command, Baghdad, Iraq (2009 to 2011)

Served as CSM for 2,400+ Soldiers deployed to Iraq with the Medical Task Force, three Combat Support Hospitals, two Multifunctional Medical Battalions, all dispersed over 29 locations. Provide advice to Brigade Commander on all enlisted matters and brigade operations while in support of Operation Iraqi Freedom and Operation New Dawn.

- Mentored, guided, and advised all Soldiers, ensuring the highest standards of discipline were adhered, implemented/enforced command policies, Soldier deployment, and provided mission execution evaluation/feedback.
- Delivered staff development and MDMP training, with oversight of the Regional Training Center, and trained Soldiers to meet adversity head on.

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### EVALUATION COMMENTS SAMPLING

- "Recipient of one of only 11 Bronze Star Medals awarded to Soldiers from TF 807 for service during Operations Iraqi Freedom and Operation New Dawn."
- "Led/mentored 7 CSMs, 23 ISGs, and 26 Detachment Sergeants from the front, focused on leader/mentor training, known by sight to the Brigade Soldiers."
- "Trained command teams to integrate horizontally/vertically in areas of operations and Junior NCOs/Officers in direct leadership techniques."

### ➔ Command Master Sergeant - HQ CONUS Replacement Center, Command Way, PA (2007 to 2009)

Directed the Continental United States Replacement Center Battalion that consisted of three deployment companies, a redeployment company, IRR rapid training company, and a Headquarters Detachment. Advised Battalion Commander on all matters of command and management of up to 800 personnel during each deployment cycle; supported operational contingencies worldwide.

- Provided guidance on IAW DA policies and oversaw all enlisted accessions, promotions, and retention initiatives.
- Managed project for barracks renovation and oversaw educational enhancement program.

### EVALUATION COMMENTS SAMPLING

- "Strong analytical skills; comprehension of complex problems is boundless. Solid as a rock; takes the toughest tasks head-on and makes smart, sound decisions."
- "Natural instructor with exceptional ability to make even the most difficult principle easily understandable."
- Fostered creation of a CRC University where Soldiers could attend classes at the CRC during work hours to obtain an Associates or higher degree."

### ➔ Assistant Operations SGT of the 100th Battalion, 442d Infantry, Ft. Shaftner, HI (2004 to 2007)

Senior mentor/master trainer to all assigned and attached Soldiers. Advised the Commander and staff on all training initiatives and conduct of combat operations. Managed/delivered personal/professional development of five Company First Sergeants, 13 Platoon Sergeants, and nine Section Sergeants.

- Served as senior full-time non-commissioned officer for the 9<sup>th</sup> Regional Readiness Command representing the 9<sup>th</sup> RRC CSM on daily matters.
- Mentored/met each single battalion Soldier quarterly to discuss leadership, standards, performance, and safety.

### EVALUATION COMMENTS SAMPLING

- "Selected to replace the Command Sergeant Major 5 days before unit entry into combat, immediately raised the morale of entire Battalion."
- "Provided technical/tactical training to the Battalion's 150 non-commissioned officers."

### ➔ Master Sergeant - Battalion Operations Officer (2004)

Served as Master Sergeant for a Mobilized Light Infantry Battalion; supervised 15 Soldiers in operations and intelligence initiatives. Provided recommendations to superiors, tactical/technical support to subordinates, and oversaw training and development for organization and combat operations.

### EVALUATION COMMENTS SAMPLING

- "Above average communicator with exceptional coaching skills."
- "Organized/instituted improvements to command post configuration resulting in streamlined setup/tear down times."

- Developed and implemented SOPs for TOC planning/execution for streamlined TOC preparation for combat operations.

### EARLY CAREER

Assistant Operations NCO, USAR NCOA, Ft. McCoy, WI

- Served in additional key non-commissioned officer positions throughout early military career.

*Continued...*

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### EDUCATION

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Ashford University, Clinton, IA - **B.A., Organizational Management** - 2013 / summa cum laude

Vincennes University, Vincennes, IN - **A.S., General Studies**

Command/General Staff College - Pre-Command/Command Sergeant Major Courses/U.S. Army Sergeant Major Courses

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### HONORS / AWARDS

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| <ul style="list-style-type: none"><li>▪ Legion of Merit w/Oak Leaf Cluster</li><li>▪ Bronze Star Medal w/Oak Leaf Cluster</li><li>▪ Meritorious Service Medal w/4<sup>th</sup> Oak Leaf Cluster</li><li>▪ Army Commendation Medal w/3<sup>rd</sup> Oak Leaf Cluster</li><li>▪ Army Achievement Medal w/2<sup>nd</sup> Oak Leaf Cluster</li><li>▪ Army Meritorious Unit Commendation/Oak Leaf Cluster</li><li>▪ Army Superior Unit Award</li><li>▪ Good Conduct Medal - 2 Silver Loops</li><li>▪ Army Reserve Components Achievement Medal</li><li>▪ National Defense Service Medal/Bronze Service Star<ul style="list-style-type: none"><li>▪ Army Reserve Components Overseas Training Ribbon with Numeral 2</li></ul></li></ul> | <ul style="list-style-type: none"><li>▪ Iraq Campaign Medal w/ 2 Bronze Service Stars</li><li>▪ Global War on Terrorism Expeditionary Medal</li><li>▪ "M" Device</li><li>▪ NCO Pro. Development Ribbon with Numeral 4</li><li>▪ Army Service Ribbon</li><li>▪ Overseas Service Ribbon with Numeral 4</li><li>▪ Combat Infantry Badge</li><li>▪ Parachutist Badge</li><li>▪ Air Assault Badge</li><li>▪ Drill Sergeant Identification Badge</li></ul> |
| <ul style="list-style-type: none"><li>- Drill Sergeant of the Year</li><li>- Commandant's List PLDC</li><li>- NCO of the Year - 5<sup>th</sup> CTA</li><li>- NCO of the Year - 122<sup>nd</sup> ARCOM</li><li>- NCO of the Year - 5<sup>th</sup> Army/FORSCOM</li></ul>   | <ul style="list-style-type: none"><li>- Commandants Honor Role/retention</li><li>- Commandants list ANCOC</li><li>- Henry Caro Leadership Award</li><li>- The Order of Saint Maurice/Centurion Level</li><li>- Surgeon General's Excalibur Award</li></ul>   |