

## OPERATIONS MANAGER

### Summary

A strategic management professional focused on identifying new revenue streams, and increasing operational efficiencies through creative management. Organized and passionate with a strong background in communication, sales, strategic planning, budgeting and staffing.

### Experience

08/2014 to 07/2016

Operations Manager Flatiron Construction Corp. 1/4 Broomfield , CO

- Managed a team of seven full time and 25 part time employees to exceed curriculum expectations.
- Increased off-site enrollment headcount from 15 to 160 by generating new revenue streams while fostering partnerships in new off-site markets.
- Grew on-site student enrollment by over 20% in a 6 month period to comprise a student body of over 800 students.
- Excelled in client relations and achieved a 90% student retention rate, by acting as liaison between parents and educators to foster student development.
- Organize and oversee all aspects of class programming to create a safe, supportive, yet challenging environment for student body.
- Slashed overhead costs 25% by negotiating pricing and fees, while ensuring the continuation and enhancements of services.
- Track and manage budget of \$1.9MM with costs directly associated with school year programming (pre-school, after-school and weekend classes).
- Strategically help develop progressive curriculum for students, aged 4 months through 18 years.
- Lead producer for end of year showcases and special events by managing staff to oversee all production elements.

03/2014 to 08/2014

Client Account Support Associate Environmental & Occupational 1/4 North Las Vegas , NV

- Provide exceptional support to a team of six to develop and retain clients in the international market with a book of business of over 700.
- Facilitate the client partnership to adhere to International compliance regulations through maintaining a system of quality assurance.
- Review and maintain the distribution of contracts, amendments, riders, and certificates within Salesforce.
- Identify up-sell opportunities by creating customized client materials to inspire the Client Management team.
- Analyze bargaining strategies by utilizing Cognos reporting for renewals or ad hoc client requests.
- Create internal operational efficiency by acting as the liaison between the Client Management team and internal departments.

01/2013 to 03/2014

Client Manager Marriott International 1/4 Gaithersburg , MD

- Manage the relationship between Actors' Equity Association's 45,000 members and 100+ Producer Accounts to ensure a mutually beneficial relationship.
- Increased managed accounts by approximately 25% in less than 1 year by identifying new organizing partnerships.
- Excelled in operational efficiency, while supervising the Contract Associates to assure all facets of contract administration are running accurately.
- Advocate for the Association's membership by developing strategic plans with individual producers to incorporate the Association's long term plan to align with the Producer's future interests.
- Achieved 95% approval rate of proposals by writing and presenting influential proposals to a committee comprised of elected councilors and members that reflect negotiated terms between Association and Producer.
- Ensure all contractual terms are in compliance with state and federal laws and guidelines, including insurance requirements, safe and sanitary environments and general labor practices.
- Track contracts through full cycle (negotiation to clearance) to ensure all contractual terms are met.
- Provide exceptional confidential support to Members and Producers while interpreting contract language.
- Negotiated and achieved an average seasonal wage increase upwards of 5% for all managed accounts.
- Negotiated the transition of companies utilizing smaller contracts into larger substantial contracts, which offered increased Salary and Benefits to the members.

05/2005 to 12/2012

Professional Actor / Singer Actors' Equity Association 1/4 City , STATE

- Performed principal roles in various concerts, national tours, regional theatre productions and on international cruise lines. Highlights include: Cirque Dreams, American Idol Semi-finalist and performing at the Kennedy Center.
- Transferable skills: public speaking, communication, working under pressure, presentation, negotiation, attention to detail, emotional intelligence and people skills.

Events Coordinator Applause 1/4 City , STATE

- Increased average book of business by 25% in one quarter from prior year.
- Reduced costs 20% by negotiating vendor contracts and by identifying operational efficiencies.
- Provide exceptional customer experience by intuitively managing clients needs on a daily basis.

- Prepare, produce and manage all aspects of creative events, while staying at or below budget.Â

#### Education

2006

Bachelor of Science : Business Management West Chester University 1/4 City , State

2008

Integrated Program : Musical Theatre The American Musical and Dramatic Academy 1/4 City , State

#### Skills

Adobe Photoshop, Budget Management, Cognos, Client Management, Communication, Contract Negotiation, CRM / Database Management, Event Management, Leadership, Management, Mailchimp, Microsoft Office, Motivation, Presentations, Public speaking, Sales, Salesforce and Strategic Planning.