

## OPERATIONS TRAINING AND LOGISTICS SUPERVISOR ASSISTANT MANAGER

### Professional Summary

Detail oriented, self-driven, and innovative professional with 10 years leadership experience in the following areas: training and development, leadership development, development of standard operating procedures, complex project management, performance management, centralizing and standardizing training materials, monitoring labor budgets, and employee relations/retention, and operations management in a guest oriented environment. **KEY PROFESSIONAL HIGHLIGHTS** 10 years of leadership experience in the hospitality field, with an emphasis on Training and Leadership Development Served as the Operations Training and Logistics Supervisor for the successful pilot of the Operations Leadership Development Program at Busch Gardens Williamsburg Served as the Ride Operations Senior Supervisor for the successful opening of two attractions; the first drop tower in the company, Mach Tower; and the first launch coaster at the Williamsburg Park, Verbolten. Developed, standardized, and currently maintain all Ride Operations Training Documents at Busch Gardens Williamsburg to include standard operating procedures, lesson plans, written tests, etc. Collaborated with in-park senior leadership to identify needs, plan, develop, and implement a leadership development program (consisting of 5 modules) for front line leadership. Strong Knowledge of leadership development, training design, and implementation methodologies and strategies. Excellent organization and communication skills. Served in various leadership positions with the Old Dominion University MBA Association

### Experience

SeaWorld Parks & Entertainment, Busch Gardens Williamsburg City , STATE Operations Training and Logistics Supervisor Assistant Manager  
01/2013 to Current

- Responsible for facilitating trainings for both employee and leadership development, maintaining/updating all training documentation as needed, provide training reports using the LMS Greenlight, conduct needs assessments of business performance, develop new training initiatives within the operations department to promote business objectives, and oversee the department scheduling team and ensure compliance with scheduling procedures and develop processes/procedures when necessary.
- SeaWorld Parks and Entertainment operates 12 theme parks across the United States.

### Education

Masters of Business Administration Old Dominion University , State

Bachelors of Science : Psychology Old Dominion University , State Psychology

Human Resource Management Certificate (In progress) George Mason University , City , State

### Professional Affiliations

ODU Masters of Business Administration Association - Active Member \*Served as the President of the organization from January 2014 to May of 2015. Provided strategic direction and vision for board members to continue growth of the organization and community outreach. Association for Talent Development - Professional Membership

### Accomplishments

- Collaborated with in-park senior leadership to identify needs, plan, develop, and implement a leadership development program (consisting of 5 modules) for front line leadership.
- Conducted needs assessments to redesign existing trainings with new training methods to promote alignment with company objectives, participant engagement, and reinforcement of concepts and promote business performance Successful launch of the Operations Leadership Development Program, assisting with facilitating classes and served as a central point of contact for the development program.
- Integration of all ride operations training materials to ensure consistent formatting, verbiage, and reinforcement of concepts.
- Developed and conducted in-service trainings to reinforce training and leadership concepts.
- Competed training with Human Resources as an assessor and interviewer for the pilot of group interviews to hire team members to the company.
- Certified trainer for SEA-moves, a safety training focusing on safety through movement and awareness.
- Completion of the Operations Leadership Development program.
- Completion of training for the Operations Duty Manager program, overseeing all attractions in the park, providing guidance and direction to leadership, and enacting emergency action plans as needed.
- Currently oversee and serve as the main point of contact for the transition and development of a centralized department scheduling team.
- Collaborated with multiple parties and sub departments of Park Operations to develop processes and procedures to ensure consistency with company policies and procedures.
- SeaWorld Parks & Entertainment, Busch Gardens Williamsburg - Williamsburg, VA 2008-2013 Ride Operations Senior Supervisor (Assistant Manager) Responsible for overseeing all aspects pertaining to ride operations within a section of the park to include, but not limited to: employee relations and retention, team/leadership training and development, coaching and counseling performance, monitoring KPIs and developing action plans to reach department goals, and monitoring labor budgets.
- Accomplishments: Successful opening of two park attractions, Mach Tower and Verbolten, to include but not limited to: assisting with coordination of ride testing, development of Standard Operating Procedures, and team member training.
- Development of new training methods to set clear expectations for team members and leadership, resulting in greater guest satisfaction ratings and a reduction of team member injuries.
- Focus on employee retention resulting in decreased employee turnover.
- Implementation of periodic development and goal sessions for leadership team members.
- Development and implementation of safety inspection checklists and ensured compliance with required monthly trainings.
- Development and implementation of team member incentives to promote guest satisfaction, teamwork, and safety.
- Proactive Leadership to develop and provide guidance to teams; resulting in greater guest satisfaction ratings and a reduction of team member related ride shutdowns.
- SeaWorld Parks & Entertainment, Busch Gardens Williamsburg - Williamsburg, VA 2006-2008 Ride Operations Supervisor Responsible for overseeing a section of the park to include, but not limited to: daily operations, employee relations and retention, team development, and

monitoring labor budgets.

- Accomplishments: Provided proactive leadership to teams to increase guest satisfaction ratings and scores Proactive leadership to successfully reduce work related injuries.

#### Skills

documentation, Human Resource Management, leadership development, processes, progress, scheduling