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PROFESSIONAL SKILLS

- Customer success/support experience > 10 years
- Staff development, training and curriculum development > 5 years
- Project management experience > 5 years
- Account management experience > 3 years
- Marketing, B2B growth and development experience > 3 years
- HTML, CSS, Javascript < 1 year

WORK EXPERIENCE

Club Automation, Software Trainer

2022-Pres.

- Analyze business needs in order to develop a customized training program.
- Conduct training for diverse staff groups: executive, mid-level, and front-line.
- Create and revise customer-facing and internal support documentation.
- Distill product release notes from the development team and disseminate to the training team.

Volusia County Schools, Dean

2020 - 2022

- Implemented a system of discipline for a school with over 1,200 students.
- Used data to develop new and struggling teachers into effective classroom managers.
- Oversaw all aspects of middle school athletics and transportation.
- Managed various projects related to data, discipline, ESOL, athletics, etc.

Crystal Clear Ventures, LLC., Managing Partner

2018 - 2020

- Assembled, trained and managed a team of 20+ employees.
- Oversaw all growth initiatives (sales/marketing, B2B development, location acquisition, etc.).
- Developed and executed the company's culture and mission.
- Set strategic goals and monitored the overall performance of the company.

Volusia County Schools, Testing Coordinator and Dean

2017 - 2018

- Oversaw testing operations for a high school with roughly 2,000 students.
- Executed a discipline system for a middle school with over 1,200 students.
- Responsible for all issues related to campus safety and security.
- Managed various projects related to data, discipline, testing, etc.

Volusia County Schools, High School Teacher

2014 - 2017

- Taught mixed mode (in-person and virtual) Economics and Government courses.
- Served as a resource teacher and Assistant Athletic Director.
- Coached varsity, junior varsity and middle school basketball.
- Coordinated a career training event and unit of study for high school seniors.

EDUCATION AND TRAINING

- Stetson University, DeLand, FL - Educational Leadership and Administration (2016)
- Towson University, Towson, MD - MAT, Social Science Education (2012)
- University of Central Florida, Daytona Beach, FL - BA, Sociology (2008)
- Front End Development Program - Codecademy (*in progress*)