

# Tripp Pettigrew-Rolapp

Franchise Owner at SMARTBOX Portable Storage

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## Summary

I am currently the Director of Sales and Customer Service for Beverly Hills Transfer and Storage, agent of Allied Van Lines. As Beverly Hills Transfer and Storage is primarily a family business, it is nice to work with my husband in a company that has been the premiere full-service moving company in Southern California since 1924. Together, we also own the SMARTBOX Portable Storage franchise in Los Angeles.

In my past careers, I have been both an actor, a mathematics subject matter expert and a managing editor for the creation of standardized assessments for the K-12 market. These skills combine to make me an incredibly personable mover, highly specialized in setting expectations, team building, and account management.

For fun, I am the father of three (Alex, Chris, and Kat) while sneaking a run whenever possible.

Specialties: Highly-skilled in all aspects of PC software, hardware, and networking. Extremely proficient in HTML, JavaScript, XML, C++, Microsoft Office, Adobe Creative Suite, and Communication and Relationships Management.

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## Experience

### **Franchise Owner at SMARTBOX Portable Storage**

November 2015 - Present (9 months)

I am a franchise owner of SMARTBOX Portable Storage in the greater Los Angeles area. I am primarily focused on sales and customer service within our organization and love maintaining our 5 star presence on Yelp. I am committed to going above and beyond to make sure our customers have the best experience possible during the most stressful time of their life.

### **Director of Sales and Customer Service at Beverly Hills Transfer and Storage**

May 2013 - Present (3 years 3 months)

My job is to make sure that customers are happy from the first moment of interaction until their goods (either household or office) are delivered safely at destination for a price that meets their budget. As a Certified Move Consultant and a Certified Office and Industrial Consultant myself, I take great pride in making sure that my team is presenting our customers with the most honest, well-considered price and move plan possible.

### **Freelance Item Writer and Independent Contractor at Self Employed**

March 2009 - May 2013 (4 years 3 months)

- Created and edited content for clients including The Princeton Review, CORE K12 Education, McGraw-Hill/CTB, and Questar Assessment, Inc.

### **Item Development Analyst at Core Education & Technologies Limited**

February 2013 - April 2013 (3 months)

- Supported the Dubai office of CORE ECS for item development training including vertical alignment (cognitive leveling) of items, universal design for assessment, and how to write items that align 100% to standards.
- Supported the company's responses to RFPs in regards to future assessment development.

### **Test Development Design Analyst at CORE ECS**

April 2012 - February 2013 (11 months)

- Designed internal processes and tools that the company uses to create items and tests for U.S. markets.
- Designed training program for item writers, test developers, and alignment specialists.
- Designed and managed the successful creation of an item bank of 7,182 items aligned to the Common Core State Standards for both Mathematics and English Language Arts.

### **Senior Managing Editor at CORE K12**

October 2010 - April 2012 (1 year 7 months)

- Managed 45% of CORE K12 product using follow-the-sun staffing model with a 5 person in-office team and 50 freelance content developers and editors, QA personnel, IT professionals, and administrative assistants.
- 100% client renewal rate; 44% expansion of contracts rate; 98% accuracy rate. Developed, managed, and delivered products for multi-million dollar contracts focused on educational assessment and data around the country.
- Standardized processes and increased efficiency by 33% by streamlining communication between multiple departments both in- and out-of-house.
- 100% on-time project delivery.
- Provided guidance on development of online systems and proprietary databases.
- Interfaced with clients directly to interpret, apply, and deliver changes based on unique needs and requirements.

### **Owner at Imaginary Theatricals**

October 2007 - October 2010 (3 years 1 month)

- Designed, created, coded, or consulted on the original websites of marisamichelson.com, stephaniejohnstone.com, tripp-pettigrew.com, bewelltherapies.com, jacobisadog.com, bushwickleaders.org, beverlyhillstransfer.com, beverlyhillsboxstore.com.
- Coded HTML and JavaScript through Notepad and Dreamweaver.
- Designed original hand-drawn graphics in the Adobe Creative Suite.
- 100% client satisfaction rate.

**Actor at Actor's Equity**

June 2001 - September 2010 (9 years 4 months)

**Math Content Specialist at The Princeton Review**

October 2006 - March 2009 (2 years 6 months)

- Reviewed and finalized 50% of content published by The Princeton Review's K12 department.
- Independently created 5% of products and increased efficiency by 25%.

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**Languages**

**Japanese**

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**Skills & Expertise**

**Microsoft Office**

**Adobe Creative Suite**

**HTML**

**XML**

**HTML/XML**

**HTML + CSS**

**C++**

**Developing Client Relationships**

**Account Management**

**Communication Written**

**Oral Communications**

**Client Retention**

**Client Communication**

**Client Interfacing**

**Databases**

**Project Delivery**

**On Time Delivery**

**Independent**

**Editorial**

**Education Management**

**Educational Leadership**

**Customer Retention**

**Academic Publishing**

**Project Management**

**Educational Technology**

**Content Development**

**Teaching**

**Delivery Performance**

**Staff Development**

**CRM**

**Editing**

**Copy Editing**  
**Proofreading**  
**E-Learning**  
**Curriculum Design**  
**Publishing**  
**Instructional Design**  
**Content Management**  
**Research**  
**Books**  
**Creative Writing**  
**Management**  
**Software Documentation**  
**Online Publishing**  
**Ebooks**  
**Curriculum Development**  
**Grammar**

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## Education

### **Smartly**

Business, Management, Marketing, and Related Support Services, 2016 - 2016

### **New York University**

Bachelor's Degree, Drama, 2001 - 2004

Activities and Societies: Graduated with Honors in 3 years

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## Certifications

### **Certified Move Consultant**

American Moving and Storage Association      March 2014

### **Certified Office and Industrial Consultant**

American Moving and Storage Association      March 2014

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## Organizations

### **Professional Sales Association**

May 2013 to Present

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## 5 people have recommended Tripp

"I had the pleasure of meeting Tripp when he provided a move estimate for a company I worked for. In addition to providing exceptional customer service, Tripp is professional, reliable, and responsive. Through the course of further collaboration, I have come to greatly appreciate Tripp's intelligence, thoughtful and considerate personality, and his ability to excel at anything he sets his mind to."

— **Melissa (McManigal) Hassler**, *Operations Manager - LA, Giant Interactive*, was Tripp's client

"As VP, Content Development at The Princeton Review/CORE K12 from 2006 to 2010, I hired Tripp Pettigrew as a contractor on a regular basis to help fulfill custom content requirements for our school district clients. Tripp's major areas of expertise were science and math, but he has that rare quality of also having exceptional ELA knowledge. He is a talented writer and thorough and effective editor, having a special eye for quality. His work was always superb and on time. I could always depend on him to exceed expectations in both quality of work and timelines. Our clients were always satisfied and impressed with his expertise. I recommend him highly."

— **Roseann Freet**, was Tripp's client

"After working closely with Tripp for several years I would be more than happy to recommend him. In his current position as Senior Managing Editor at Core K12, he has and continues to excel. He is confident and dedicated to his work and consistently delivers quality projects ahead of schedule. He is always willing to accept a new challenge and is continually developing his professional skills. Tripp has not only developed his own abilities but has trained and managed one of the strongest editorial teams within the company to date. He never hesitates to lend a helping hand in other departments, is always reliable and is a consummate professional."

— **Alisha LoRe**, worked directly with Tripp at CORE K12

"It is a genuine pleasure and honor for me to recommend Tripp Pettigrew-Rolapp. Tripp and I have worked together at CORE K12 Education during the past 3 years. He began as a contractor in the Assessment Content Department, writing items for assessments and later was promoted to Managing Editor, then to Senior Managing Editor. Over the years, I have spent considerable time with him as we were assigned to many of the same projects. He is very goal oriented, punctual, and pays close attention to detail. I have consistently

seen Tripp take on complex projects and deliver results that can only be accomplished through management the of countless details while not losing sight of the overall goals of the project. Tripp demonstrated that he understood what our business is all about from a very early point. He truly enjoys a challenge and does not hesitate to find answers. He proactively communicates solutions before things become a problem and is always willing to take on any task asked of him - both large and small. It is wonderful that Tripp is available for new challenges and further professional growth. We would love to see him stay, but certainly understand his need to advance beyond. In closing, let me say I have no hesitation in recommending Tripp for any management position. I feel confident that he would be an asset to your organization. Sincerely, Anne d'Epagnier"

— **Anne d'Epagnier Molina**, worked with Tripp at CORE K12

"I have worked with Tripp at CORE for several years now. When Tripp was promoted to managing the math group, I was thrilled and have been very happy with the work he has produced and the way he has led our group ever since. I have worked in this position for over 4 years, for many different managers, and Tripp has been, far and away, the best one of the bunch. Tripp cares deeply about producing quality products to ensure the results align with each of our client's specific wishes. He is very knowledgeable in the content, the workings of CORE, and the wishes of each of our various clients. When I have questions or opinions about how best to complete a project, Tripp is quick to respond (regardless of the time of day), respectful, helpful, and knowledgeable with his answers. He always seems to value my contributions and supports back and forth conversations about how we can best work as a team to produce the best quality products that we can. Any company would be extremely fortunate to have Tripp working for them."

— **Maren Wood Piedrahita**, reported to Tripp at CORE K12

[Contact Tripp on LinkedIn](#)