

Strong work ethic and a 'do what it takes' attitude to achieve and exceed goals

Experience

Land-Grant Brewing Company – Columbus, OH

Strategic Operations Director 2016 – Present

Responsible for strategy and creating innovative business plans to constantly drive results in a face paced environment while holding teams across the board accountable from sales, marketing, community, taproom, and distributors. Accountable for P&L and year end results.

- Pioneered and developed Land-Grant's community program to be one of the first of its kind. Received invitation to be a presenter at Ohio Craft's Brewers Conference on our program and won Medical Mutual Central Ohio Pillar Award for community service in 2018
- Spearheaded new and diverse community partnerships including Ohio Hispanic Coalition, CCAD, National Vets Memorial Museum, Asian American Community Services, local artists/musicians/small businesses.
- Developed programming to promote local artists leading to an increased partnership with Franklinton Art District – recognized by GCAC Community Arts Partnership Award
- Strategized sales execution leading Land-Grant to become a top 3 Ohio Craft brewery by sales in the central Ohio market
- Innovated taproom programming and trained customer experience to be recognized as a top brewery in the state

Crothall Healthcare – Columbus, OH

OSU Patient Experience Manager, 2014 – 2016

Responsible for managing, coordinating, and directing all patient experience activities in collaboration with unit leadership to improve patient satisfaction scores including management of other Patient Experience Managers

- Responsible for preparation and implementation of specific development and training specific plans for patient satisfaction success
- Tracks financial incentives and reporting as tied to patient satisfaction performance for respective units
- Maintains and supports client satisfaction at a level that ensures account retention
- Assists in developing, customizing, and or monitoring a department unit patient satisfaction action plan to meet each account's needs.

AT&T – Columbus, OH

Store Manager – 2013 - 2014

Led and managed a team of 15 sales reps to exceed sale objectives while delivering an extraordinary experience with every customer. Daily coached and observed the reps sales process, trained on new products, and hit very aggressive sales goals

- Top store in the district with 'willingness to recommend' surveys

AT&T – Chicago, IL

National Retail Account Executive, 2011-2013

Drove new business through management and staff trainings with national retail stores—Apple, Microsoft, Best Buy, Target, Costco, Walmart, Sam's Club, and Radio Shack—with a strong focus on sales target and customer experience

- Recognized for outstanding performance as a 3-time winner of the AT&T Summit Award.
- Awarded AT&T Culture Coin

Retail Connections Manager, 2010 - 2011

Facilitated training programs with both corporate and dealer stores to improve sales and service outcomes. Observed sales associate behavior and sales techniques and provided constructive feedback and coaching to ensure deployment of best practices-based approaches

- Ranked #1, based on U-verse bundled packages across a 2-state agent channel.

Home Solutions Manager, 2008-2010

Launched an internal referral program —Prefer to Refer—by creating engaging promotional collateral to fuel campaign and program success and developed targeted training and tracking tools to drive achievement of aggressive referral targets.

- Cultivated solid relationships across diverse stakeholders, working successfully within a unionized environment, and overcoming management and staff relations issues.

Event Manager, 2007-2008

Planned and executed internal and external events with the goal of introducing U-verse to AT&T employees and current and prospective customers. Promoted the launch of U-verse internally—to more than 2,000 employees—before focusing on introducing the service through customer-facing events. Managed all event logistics, staffing, budgeting, and post-event performance analysis.

- Hired as an intern and brought on board—in short order—as a full-time Event Manager.
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Education

Miami University – Oxford, OH

B.S. in Business Administration, 2006

- Major in Business Marketing
- Minor in Film Studies

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