**Phillip Holden**

Anderson, IN

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**General Manager / Operations Manager**

**P&L / Startups / B2B / B2C / B2G / Teambuilding / Product Development / Fundraising / Marketing Change Management / Public Relations / Cost Control / Compliance / Government Relations**

Successful starting and growing new enterprises from ground zero. Talent for discerning untapped opportunities and developing programs and products to seize them, well ahead of the competition. Multi-industry experience includes consumer services, education, professional training and development, and law enforcement. Key accomplishments:

* **Started and grew a fitness business that prospered during both growing and shrinking economies**
* **Created a foundation that provided unique law enforcement training for officers throughout the nation**
* **Started a first-of-its-kind virtual charter school targeting students whose needs were not met elsewhere**

Bachelor of Science, Legal Administration, Ball State University. Associate of Science, Management Information Systems, ITT Business Institute.

**Work History**

**Executive Director of Schools**

Indiana Virtual Education Foundation, Inc.

Apr 2013 to Apr 2019

Executive Director of two state-wide public charter schools (Indiana Virtual School & Indiana Virtual Pathways Academy) with 60 employees, a statewide enrollment of 5,500 students and a $38M budget. Responsible for all communications with Indiana Department of Education (IDOE)**.**

Conducted or attended meetings and briefings with each department within school: Special Education; student testing; truancy/student performance; lead teachers by department (English, Math, Social Studies, etc.), counselors. Received and responded to updates on IT-related matters.

* **Founding Director for Indiana Virtual School.** Built an operational infrastructure from ground zero. Determined curriculum requirements and selected providers, established policies and procedures in compliance with Indiana state standards for virtual charter schools. Built and developed teams of professionals at all levels.
* **Launched the first virtual alternative high school in Indiana** (Indiana Virtual Pathways Academy)to serve students who have been expelled, suspended or for other reasons have been relegated to an alternative school program. Drafted requisite proposal for the creation of such a school that won approval of the authorizer and Department of Education. Established and maintained collaborative relationships and communications with the parents/guardians, Department of Education and community stakeholders.
* **Developed a service for students in foster care**. At the request of the Department of Child Services (DCS) Educational Liaisons (EL's), developed a program for students in foster care that mitigated bullying or social adjustment issues. Provided the same laptop, the same teachers and the same curriculum, regardless of where they were physically. **P**rovided a better path to academic success for Indiana students in the foster care program.
* **Designed an innovative truancy program. E**nforcing student engagement/attendance policies in a virtual environment required more than phone calls or emails. Created a unique approach wherein sheriffs’ deputies of each county contacted truant students to get them reengaged with their studies. Reengagement increased by 30% within eight months of the program being implemented.
* **Selected an accounting system, regained regulatory compliance.** When the contract for the business manager was not renewed and the Treasurer passed away, tasked by **th**e school Board to select an accounting software package. Replaced cumbersome spreadsheets with 'Intacct' by Sage. Directed system setup and served as administrator for all accounting operations. Cut accounting costs 63%. Rebuilt accounting history back to the 2017 academic year gaining compliance with Indiana State Board of Accounts policies.

**Owner**

MyTime Fitness Center

Jan 2001 to Jan 2019

Launched and directed operations of an independent fitness center. Established operational processes including financial management, policies, procedures, and personnel standards. Designed marketing campaigns that included the creation of websites and blogs. Sold the business to an employee in January of 2019.

* **Started a successful business. Developed the business plan after researching the market. S**ecured financing independently without a partner or franchising. Created unique programs and services including the first speed/performance enhancement training program in the county for youth athletes. Recorded nearly two decades of uninterrupted profitability.
* **Took advantage of shifting market trends.** The fitness industry was experiencing an influx of 24/7 key-card access clubs. Without resorting to expensive outside consultants, directed all modifications to convert to the 24/7 model. Made all the changes (new club management software, door access/key-card system, CCV security system, etc.). Updated image changing name from 'Pendleton Family Fitness Center' to 'MyTime Fitness Center.' Prospered during the economic downturn in the 2008-2009 years when many competitors folded.

**National Director**

National Law Enforcement Association

Apr 1989 to Jan 2001

Started this law enforcement training organization. Oversaw **fundraising programs (interacted with donors, corporate sponsors and program supporters), coordinated national K9/SWAT training seminars, wrote or edited articles for the quarterly publication Spearheaded all marketing efforts. Designed and maintained the organization’s website. Served as photographer during some aspects of training events and as a decoy/trainer for patrol dog training events.**

**Police Officer**Madison County Police Department

Mar 1984 to Jun 1989

**Served the Madison County area providing safety, security and law enforcement services.** Resigned to start law enforcement training organization. Served as a Reserve Police Officer in Fishers, Indiana for an additional sixteen years.

**Additional Information**

***Professional Development***

Certified Law Enforcement Course, Indiana Law Enforcement Academy

***Affiliations***

Commissioned Colonel, Honorable Order of Kentucky Colonels

Golden Key International Honor Society

Reserve Police Officer, Fishers, IN Police Department (1990 – 2006)

***Awards & Recognitions***

Ball State University Outstanding Alumni Award

International Lion’s Club Excellence in Service Award

**Additional Keywords:** MS Office, ACT!, Edmentum, ABC Financial System, Agilix Buzz, Learning Management Systems, Sage Intacct Accounting package.