

PROFESSIONAL SUMMARY

I am a military veteran with 20 years of leadership and managerial experience in multitasking, project management, and placing the right personnel and resources as needed to meet internal and external requirements. I possess a comprehensive background in operations management, program analysis, logistics, strategic planning, process improvement, resource management, team building, problem-solving, and cross-functional leadership.

- Organizational Leadership
- Process Improvement
- Business Acumen
- Training and Development
- Strategic Planning
- Quality Assurance
- Instructional Design
- Leadership
- Employee Relations

TECHNICAL COMPETENCIES Software: Microsoft Office Suite 365 Operating Systems: Mac / Microsoft Windows

PROFESSIONAL EXPERIENCE

Clarksville Parks & Recreations |Clarksville, TN

2022 – 2024

Recreation Assistant Manager

Assisted the Recreation Center Manager in planning, coordinating, implementing, and monitoring recreational and sports activities. Responsibilities may include determining recreational or sports offerings, supervising seasonal and part-time staff, scheduling the use of facilities, inspecting facilities, establishing and monitoring facility maintenance schedules, assisting the Recreation Center Manager in tracking a budget, maintaining records, and preparing operational reports.

Recreation Gym Assistant

Performed routine support and para-professional work involving various duties related to overseeing and administrating a recreation center, including recreation programs, classes, events, and activities.

Facilities Manager

Facilitated the operations of city youth and adult sports leagues and ensured the functionality and cleanliness of sports complexes and facilities within the Clarksville area. At the same time, we were providing the safety of all patrons and participants during sporting events.

United States Army |Various Locations

2003 - 2023

Senior Operations Supervisor

Managed business results and store culture through process execution across all backroom and office operations and activities.

Implemented and monitored process execution across the company, as measured by the retail excellence dashboard and member experience metrics.

- Partnering with other supervisors (s) as needed to ensure smooth handoffs and partnership across teams; Taught and modeled expected behaviors that lead to the correct member experience.
- Provided operational planning for scheduled and unscheduled operations through concept design, support quality, funding and programming, rehearsals, and operation execution; led liaison between federal law enforcement response entities within the Tennessee and Kentucky state line for explosive ordnance disposal team support.
- I assisted in managing over 700+ personnel movements/deployments to over ten different countries around the globe. During my tenure, I supported over 117 US contingency operations.

Senior Personnel Supervisor

Provided human resource guidance and education to separate locations and over employees, ensured organizational policies. Implemented human resources guidance to employees and advice to management within the scope of the position.

- Identified and actively responded with sensitivity to the needs of all customers, employees, and business unit managers; ensured compliance with State and Federal laws and regulations.
- Reviewed and understands recent and changing employment-related laws and guidelines and communicated with employees as necessary; investigated various employee-related issues, incidents, and complaints; resolved disputes and recommendations.
- Supported Human Resource Recruiting team and Hiring Manager(s) by developing requisitions and scheduling interviews; senior personnel manager responsible for the training, career management, and supervision of 30+ personnel.
- Managed the operational support to foreign and domestic authorities in austere environments as the lead coordinator; managed all company logistical transport to and from the United States to Afghanistan for a nine-month support operation.

Training & Management Supervisor

Development and training of 40+ personnel in support of austere operations. Directed and expanded explosive ordnance disposal team support to outside organizations to broaden the company's mission.

- Prepared the organization for future operations critical to advancing the career field; implemented OSHA policies and protocols within the organization, ensuring compliance with CFR 49 standards.
- Provided technical expertise and consulting assistance to educate others; also served as a training and education adviser to the supported organizations.
- Served as a training consultant and adviser for group practice management, assisting in establishing policy and curriculum on training and leader development.
- Analyzed data to identify objectives, trends, interrelationships, and problems and to ensure compliance with applicable policies and procedures; resolved complex and obvious problems requiring sound technical judgment in responsibility and expertise, including course content, training, budget, personnel, and operations.

EDUCATION | CERTIFICATIONS

Bachelor of Science in Health and Human Performance, Sport, and Wellness| Austin Peay State University| 2024

Bachelor of Science in Business Administration, Sports Management| Columbia Southern University| 2017
 Certification CPR & AED| American Red Cross| 2023
 10-hour Construction Safety and Health| OSHA| 2024

Specialized Military Training:

Senior Leadership | Basic Instructor | Advanced Leaders Course | Transport and Storage of Hazardous Material Course| Basic Leaders Course