

BUSINESS DEVELOPMENT | MANAGEMENT | COMMUNITY RELATIONS

Business Development and Operations Manager with proven experience in building exceptional relationships with keen skills, high level of initiative, attention to detail, and commitment to excellence and growth. Possess extensive experience in Non-profit Management, Strategic Planning, Program Implementation, Event Management, Partnership Leveraging, Public Relations, Business Development, and Project Management. Demonstrated experience drawing on cross-industry experience, sustainable strategies, thorough market analysis, and concentrated focus on building and maintaining key relationships. Career supported by a Master in the Science of Management.

- Project & Team Leadership
- Program Oversight
- Brand Management
- Corporate Outreach
- Relationship Building
- Training | Development
- Event Planning
- Research | Target Analysis
- Microsoft Office 356

OVERVIEW OF KEY CONTRIBUTIONS

- **Exceptional Customer Service:** Strong communication skills to understand customer needs and provide exceptional results. Track record of successfully dealing with difficult personalities to resolve dissatisfaction. Proficient in developing strong relationships with clients by developing trust and exhibiting credibility early in the process.
- **Independent and Team Player:** Enjoy collaborating with colleagues, clients, and customers, as well as completing tasks independently. Eager to motivate and inspire others to deliver their best.
- **Organized and Motivated:** Skilled in maintaining order. Able to seamlessly multi-task long and short-term priorities to generate desired results.

PROFESSIONAL EXPERIENCE

Excelsior College | Albany, NY
Business Development Manager

2017 – Present

- Developed key contacts within the new partner pipeline with the goal of building workforce development / degree completion initiatives and educational interventions to meet the identified goals of partners.
- Identified, researched, and qualified prospective partners and identified key points of contacts for potential partners. Coordinate prospective partner meeting as well as all partner activities and process management.
- Acted as Strategic Partnerships & Alliances liaison for B2B prospect marketing.
- Developed and implemented B2B and B2C prospecting social media and marketing campaigns in coordination with Marketing. Ensured consistency with Excelsior's brand with partners and partnership managers/specialists to ensure delivery of a consistent, branded and accurate messaging.
- Managed a portfolio of existing partners to generate new student enrollments and other forms of college growth; maintain partner relationships; develop key contacts within their portfolio in order to build workforce development / degree completion initiatives and educational interventions, meeting identified goals of partners
- Created, orchestrated and implemented informed Strategic Account Plans (SAPs) and implements functional engagements for assigned partners; generated student facing engagements and communication plans, which are functionally executed
- Collaborated with internal and external stakeholders to spearhead the development of strategies to generate enrollments, thought leadership, and brand awareness
- Coordinated all partner activities and process management via Salesforce and as per standard processes; collaborated with staff to ensure best appropriate coverage for events and partners, based on geography, cost and available resources
- Engaged in both B2B and B2C services and worked directly with prospective partners and students

USO | Fort Hood, TX

2015 – 2017

Center Operations Supervisor | Volunteer Manager

- Managed day to day operations for the USO Fort Hood Center South including 280 volunteers 365 days a year
- Oversaw and managed the Volunteer Program, growing the volunteer program from 97 volunteers in 2015 up to 280 through May 2017; filled 82 open volunteer shift in the USO Fort Hood Center South every week and the Special Events; led new volunteer orientations, trained new volunteer trainers, and developed a volunteer onboarding process
- Developed a Volunteer Policy and Procedures Manual to help volunteer operations; communicate with volunteers through email, phone call and text depending on their preference
- Started a USO Fort Hood Volunteer Newsletter and a USO Fort Hood Newsletter to keep volunteers, military members, their families and the local community informed of USO Fort Hood facilities and programs that are available

USO Las Vegas | Las Vegas, NV

2014 – 2015

Programs Manager

Managed day to day center operations for the two USO Las Vegas centers, including 385 volunteers. Provided 24 hour service 7 days a week for 365 days.

- Oversaw and managed 192 open volunteer shifts per week in both USO Las Vegas Centers; ensured the centers were clean, organized and up-to-date; secured donations for a new television, 2 iPads, new cabinets and a built-in table for the children's area
- Oversaw and manage the USO Las Vegas Volunteer Program, grew from 95 volunteers in 2014 to 385 volunteers in 2015. Led the new volunteer orientation; created the orientation presentation as well as a new volunteer newsletter; helped all new volunteers through the onboarding process
- Created the Volunteer Outreach Team (VOT) to help recruit new volunteers and market USO Las Vegas; participated in 147 events, raising \$9,479 in donations and collecting 522 new volunteer sign ups
- Created a digital sign-in sheet for guests checking into the center which increased efficiency and allowed for accurate center foot traffic numbers
- Managed USO events such as squadron/unit family days, picnics, spring flings, USO Night at the Movies, USO Freedom Friday Concerts, Air Force Wounded Warrior Trial Games support, Operation That's My Dress with 222 events serving 39,097 Las Vegas troops and their families in 2015; raised more than \$50K in In-Kind Donations for USO Las Vegas Operation That's My Dress Beauty Bar
- Informing the local community about USO services by giving presentations to organizations such as Caesar's Salute, MGM, American Legion, Jewish War Veterans, and Rotary Clubs

Chevron | Richmond, CA

2007 – 2014

Research Assistant | Chemist

- Independently managed day to day laboratory operations for a multimillion-dollar natural gas research project
- Analyzes organic samples using Inductively Coupled Plasma, Antek, Euroglas, Gas Chromatography and Flame AA/Graphite Furnace
- Used safe lab practices when working in the lab, wrote Standard Operating Procedures, Job Safety Analysis, and collaborated the site wide Standard Operating Procedure regarding safe operations in fume hoods
- Researched, developed and tested a polymer used for natural gas separations

VOLUNTEER EXPERIENCE**Fort Hood Military Family Member Scholarship Fund | Fort Hood, TX**

2019 – Present

Board Member | Grant Writer

- Responsible for all fundraising for the Fort Hood Military Family Member Scholarship Fund. Increased donations over 20% through increased community support and outreach.
- Helping to build and transition to a new, up-to-date website that can accept digital applications and donations.

Non Commissioned Officers Association | Fort Hood, TX

2017 – Present

Social Media | Marketing | Fundraising

- Created marketing and social media posts to increase membership and donations.

- Worked directly with the Executive Director to assist with marketing and fundraising efforts, such as the golf tournament and annual conference.

John Muir National Historic Site | Martinez, CA

2007 – 2014

Educational Programs Support & Docent

- Started an education program which included activities for children and weekly story time.
- Able to fundraise \$1,000 to help build the educational programs.
- Volunteered as a docent every week for 4 hours as well as for the John Muir birthday celebration and other holidays.

USO Travis Air Force Base | Fairfield, CA

2012 – 2014

Volunteer

- Started a free tutoring program for military children, spouses and military members to assist in furthering their education.
- Started a couponing group called Couponers for a Cause when the Airman Basket program lost funding and needed supplies. Able to acquire enough supplies to keep the program sustained for at least two years.
- Participated in [Operation Cookie Drop](#), donating over 100 dozen cookies for the holidays.
- Volunteered on Christmas and other major holidays.

EDUCATION | CERTIFICATIONS

Master in the Science of Management | Excelsior College | 2019

Master in Non-Profit Leadership & Management | Arizona State University | 2018

Master of Arts in Teaching | Arizona State University | 2018

Bachelor of Art in Psychology | Arizona State University | 2014

Bachelor of Science in Chemistry | St. Mary's College of California | 2007

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365/LinkedIn Sales Navigator/Salesforce

Operating Systems: Mac / Microsoft Windows

AWARDS

Armed Forces Insurance/Military Spouse Magazine 2013 Travis Air Force Base Military Spouse of the Year

Armed Forces Insurance/Military Spouse Magazine 2014 Creech Air Force Base Military Spouse of the Year

Finalist for Governor's Point of Light Award (GPOL) "Volunteer Program Serving Veterans" Award in Nevada 2015

Fort Hood Military Family Member Scholarship Fund Volunteer of the Year 2021