

Qualifications and Areas of Expertise

Dedicated and self-motivated professional with extensive experience in optimizing daily operations of business and enhancing organizational efficiency. Well-versed in leading organization-wide internal and external recruitment. Excellent at collaborating with all levels of management, staff, clients, and vendors to achieve organizational goals. Skilled at interpreting financial reports, monitoring account balances, and performing related financial activities. Accomplished in upholding standards of organization, exercising managerial acumen, and delivering exceptional customer service in busy environments.

- ◆ Team Leadership
- ◆ Project Management
- ◆ Cross-Functional Collaboration
- ◆ Talent Acquisition & Retention
- ◆ Customer Service
- ◆ Time Management
- ◆ Reporting & Documentation
- ◆ Process Development
- ◆ Records Management

Professional and Community Experience

Potomac Boat Club, Washington, DC

Director of Elections

2020-2023

Created robust communications to motivate members to volunteer for positions on Club's Board of Governors. Scheduled activities of election, including nomination, campaigning, and debating. Hosted and moderated sensible town hall discussions to address organizational issues and proposed solutions. Maintained objectivity and confidentiality to ensure seamless running of overall operations.

- Amended club constitution to implement e-voting, replacing an in-person process with a remote one.
- Advocated for better vetting of candidates volunteering to run for governing positions.

Membership Chair

2019-2023

- Instituted a new membership website and portal, transitioning members from paper/analog to electronic membership.
- Managed the admission of new members from a 300+name/3+ year long waitlist.

Governing Board Member

2015-2020

Delivered strategic leadership and assistance in creation of policy, alignment of organization, and ensuring overall activities in line with established rules. Set goals and objectives with board and fulfilled commitments within agreed-upon deadlines.

- Stepped up as an Assistant Treasurer to oversee bookkeeping. Identified and rectified prior errors.
- Recommended the hiring of an external bookkeeper, resulting in improved transparency of the club's operational finances, budget, and capital expenditures.

Hop & Wine Beverage, Sterling, VA

General Manager and Co-Owner

2004-2015

Leveraged business expertise. Established and refined the functional strategies of company to align with corporate objectives. Provided change management leadership to both in-office operations teams, and remote sales and delivery teams.

- Steered company from startup to regional industry leader with over \$40M in sales revenue.
- Standardized the application of QuickBooks and complementing software to effectively address the increasing transactions of a growing business.
- Acted decisively in releasing poorly matched employees, and in hiring amazing talent that continues to prove productive for the company to date.

Additional Experience

Accenture | Consultant, Communications Industry

Education

MBA | American University, Washington, DC

BA | Boston College, Chestnut Hill, MA

Culinary Arts | L'Academie de Cuisine, Gaithersburg, MD