

Executive Summary

Mission-driven business operations and sales leader with 22 years of experience in organizational development, executive management, operations, and administration. Skilled at building scalable operational and administrative frameworks in complex institutions to drive long-term excellence and sustainability. Demonstrated success in driving sales growth, elevating customer service, overseeing contract review, and managing expense and revenue auditing and reimbursement processes. Known for collaborative leadership, strong problem-solving, and fostering an inclusive office culture.

Certifications & Honors

- “Professional Certificate in Leadership Management” (University of Vermont, 2015)
- “Project Management Overview Achievement” (University of Vermont, 2018)
- “Certificate of Honor: Best Student of the Year in Recognition of Excellence” (WHS, 1998)
- “Certificate of Honor”, Winooski Founda. (WHS 1997)

Skills & Qualifications

- Customer and stakeholder relationship management
- Operations management and process improvement
- Budget development, forecasting, and expense tracking
- Purchasing, procurement, and vendor management
- Team leadership, coaching, and staff development
- Facilities, space utilization, and equipment/logistics coordination

Professional Experience

Assistant Security, Safety and Loss Prevention Manager, May 2026 – City Market Onion Co-op

- Establish and maintain the positive, creative and effective working relationships with the employees.
- Deal with government agencies, outside contractors, and the general public in a professional manner.
- Coordinate Security Protocols and activities in the organization with Security Manager and Store Director.
- Share ideas in relation to loss prevention, revenue, marketing, operations, business trends.
- Fully implement the site emergency plan and recommend if changes are required.
- Uphold The City Market policies in relation to employment conduct, diversity and equality.
- Secure the lost and found property inside the organization and make sure records them appropriately in the logbook or share with Customer Service Desk.

Academic Operations Manager, January 2025 – December 2025 Champlain College - Burlington, VT

- Provided operational management and administrative support to the Dean and divisional faculty.
- Reviewed and reconciled purchasing card activity to ensure alignment with budget forecasts, limits, and institutional policies.
- Processed invoices for internal and external vendors.
- Managed reimbursements for students, faculty, and administrators.
- Purchased divisional supplies and equipment to support academic and operational needs.

Business Manager, December 2010 – January 2025
University of Vermont - Burlington, VT

- Built and managed foundational financial systems, including forecasting and tracking divisional expenses, budgets, and grants to support long-term sustainability.
- Ensured legal compliance and mitigated risk by auditing purchasing card expenses, processing contracts, and coordinating personnel-related functions.
- Oversaw organizational development and resource allocation for three departments, designing budget frameworks for special initiatives and change projects.
- Supported an inclusive culture and effective space utilization by overseeing facilities maintenance and dining equipment logistics for the Nicholson House and university-wide centers.

District Manager, Events Manager, September 2003 – March 2009
Circuit City Stores – Various Locations

- Led nine stores, providing coaching, training, and leadership to store management teams.
- Drove sales performance by developing and implementing strategies to increase revenue and improve customer experience.
- Managed merchandising execution, including planograms and displays, and provided leadership coaching at both store and regional levels

Education

Bachelor of Arts, Business Administration & Finance, May 2004
Human Resource Specialization
University of Vermont - Burlington, VT