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## A B O U T M E

Project Manager and Business Analyst Consultant for large and small businesses. 25 years of experience in Project Management, Operations, Business Development, and Sales Analysis and reporting. CRM Software (SaaS) experience includes Salesforce, Jobnimbus, Acculynx. Programs include Pacer Cats, Cheftec, and Excel. The recent focus in construction.

## S K I L L S

Salesforce Certified Sales Cloud  
Consultant and Administrator  
Project Management  
Sales Operations  
CRM Software  
Excel

## E D U C A T I O N

**Salesforce Certified Sales Cloud  
Consultant**  
**Salesforce Certified Administrator**  
Trailhead – Ranger  
Udemy- Certificate of Completion  
Salesforce Administration (aka201) 2020  
Salesforce Sales Cloud Consultant

Bachelor's Degree 2 Majors  
Business | Operations Management  
Kent State University 1982-1987

## E X P E R I E N C E

Owner / Project Management - Beach Front LLC 2004 - present

Project Manager building sales and operational excellence through detailed planning and analysis to achieve business goals.

**Results:** Preferred roofing contractor for Opendoor, Jacksonville FL. Successful implementation of CRM and support app. Increased job profitability from 12% to 16%. Maintaining catering profitability every year since 2004 implementation.

- Building a Salesforce.com Roofing Model to utilize in the restoration sector.
- Building a Salesforce.com Job Search Model to share with Job Seekers.
- Specialize in implementing process organization and building greater adoption to existing software system through streamlining processes.
- Skills in designing implementation, organizing content structure, and developing impactful reporting.
- Field activities include in-person client operation review, analysis of key metrics, and establishing strategies and goals.
- Utilize conception skills through listening and hands-on experience to formulate strategic approach to accomplish goals.

Food and Beverage Territory Manager/Account Executive 1998-2004

General Manager - Ogden Services 1989 - 1998

Open and manage food and beverage operations in large sporting venues. Manage implementation of PacerCats POS system and build Sales Analysis and reporting for new operations MGM Grand Garden Arena, Honda Center, BC Place, and Pepsi Center.

**Results:** on-time/on-budget openings, and meeting and exceeding revenue plan.

- MGM Grand Garden Arena, Las Vegas – \$1.5 million build, \$1.5 million sales
- Honda Center, Anaheim - \$23 million build, \$13 million sales
- McNichols Sports Arena, Denver - \$8 million sales