

ORGANIZATIONAL DEVELOPMENT PROFESSIONAL

Champion organizational development initiatives, secure support for change, and facilitate cultures of empowerment and increased accountability while fostering respect for company mission and values.

Design and deliver curriculum to promote organizational development, enhance individual proficiencies, and evoke passion and excitement in teams. Combine 10+ years' customer service, guest relations, training, and leadership facilitation experience, working with world-renowned service organizations including *Nolan Air Lines* and *The Walt Disney World Corporation*. Outgoing personality, passion for public speaking, and a sincere desire to assist others in achieving higher goals.

Proven performance in the areas of:

- **Developing initial, recurrent, and transition training for 17,000** team members, including designing curriculum for Sigma, Nolan's affiliate airline.
- **Mentoring and coaching seasoned and rookie team members**, maintaining sensitivity to diverse background and communication styles.
- **Diffusing situations through verbal judo** and the ability to define root causes, develop actionable solutions, and drive winning outcomes.

CORE QUALIFICATIONS

Leadership Facilitation
Coaching & Mentorship
Training & Development
Needs Assessment
Continuous Improvement
Individual & Team Engagement
Employee-Management Relations
Presentation Design & Delivery
Public Speaking
MS Office & QuickBooks
Master's Degree in Organizational
Leadership & Development

SELECTED CAREER HIGHLIGHTS

Nolan Air Lines / Sigma

- ✓ **Designed, implemented, and/or facilitated training programs for 17,000 flight attendants** employed by Sigma and Nolan Air Lines; Nolan recently recognized as having a Top 100 "Best Training Program" in the nation.
- ✓ **Served on an elite team of facilitators conducting a 6- to 8-week initial training program**; often spent 12 to 15 hours a day with trainees, maintaining energy and enthusiasm throughout.
- ✓ **Promoted visionary thinking, continuous improvement, product enhancements, and collaboration** through leadership as Chairman / President of Flight Attendants in the Dallas hub.
- ✓ **Fulfilled a coveted marketing role for Nolan Air Lines**; selected from more than 80,000 potential candidates to travel extensively, promoting Nolan service offerings at high-profile events.
- ✓ **Championed change management directives and process changes**, including the use of wireless PDAs, proprietary software, and administrative tools.
- ✓ **Facilitated communication throughout the Dallas hub with 1,200 employees**, in part through developing an employee newsletter which disseminated product enhancements and process changes.

New York Tanning Co., Inc.

- ✓ **Emerged as the leader and local favorite in a highly saturated market**, navigating a competitive landscape including 5 salons within .25 miles, 4 of which are national franchises.
- ✓ **Developed a client base of 1,700 comprised of a 47% male and 53% female ratio**, demonstrating the ability to appeal to a mass market as most salons operate with a 27% male and 73% female ratio.
- ✓ **Achieved profitability each month since launch**, driving strong first-year sales, with an anticipated 243% gain in revenues for FY 2007, allowing for \$55,000 in capital improvements in 2007.
- ✓ **Named Dallas' Best Tanning Salon for 2007-2008** by Channel 2 WTYR-TV, the local NBC affiliate, beating all national franchises and multi-unit chains.
- ✓ **Prompted interest from brokers and various buyers**; currently investigating selling the business as a standalone unit or a franchise model.

The Walt Disney World Corporation

- ✓ **Effectively addressed and diffused guest concerns** with the authority to do "whatever it takes" to remedy the situation and facilitate a highly memorable experience.

PROFESSIONAL EXPERIENCE & ACHIEVEMENTS

NEW YORK TANNING CO., INC., Dallas, TX

2006-Present

Founder / Operations Manager / Team Leader / Motivator

Created an entirely new concept in the industry, recognizing the need for a professionally operated, state-of-the-art, and customer-centric tanning company; developed business which within 16 months of launch was voted as Dallas' Best Tanning Salon. Recruit, train, and motivate a team of 8 to cultivate client relationships, value each interaction, and support the organization's mission and vision. Split time between strategic planning and daily operations oversight, working closely with team members to execute procedures flawlessly and establish long-term client relationships. Manage accounting, reporting, inventory, and vendor and public relations. Initiate opportunities to give back to the local community.

NOLAN AIR LINES / SIGMA, Dallas, TX & Chicago, IL

1996-2006

Peer Coach & Facilitator / Trainer & Curriculum Designer / Media Representative / Flight Attendant in Charge

Selected to assist in designing training programs for the revolutionary Sigma airline, providing Nolan flight attendants with transition training; led to a #2 ranking in customer service among all domestic airlines. Personally delivered training to 600 novice and experienced flight attendants, requiring the ability to tailor communication and teaching styles to suit the needs of a diverse audience. Selected as an inaugural flight attendant for Sigma's initial service, serving as subject matter expert in such areas as guest service, verbal judo and diffusion, and 777 aircraft safety. Onboard leader and Flight Attendant in Charge promoting safety, service, and guest relations. Selected for uniform wear testing.

THE WALT DISNEY WORLD CORPORATION, Orlando, FL

1994-1997

Cast Member / Character Performer

Created "magic" for Disney guests, modeling consummate levels of customer service and professionalism synonymous with the Disney brand. Performed at Make-a-Wish events, understanding the importance of making a child's last wish come true with all the splendor they imagined. Executed Disney procedures flawlessly, diligently followed protocol, and collaborated with peers to create magical experiences.

PACIFIC AIRLINES, Orlando, FL

1995-1996

Flight Attendant

Promoted rapidly to assume recruitment and hiring responsibilities, training peers in the areas of customer service, safety, and security. Facilitated enjoyable experiences to foster brand loyalty and repeat business.

EDUCATION & TRAINING

STATE UNIVERSITY, Dallas, TX

Master of Arts in Organizational Leadership & Development (Jan. 2008)

Servant Leadership Certificate (2006)

Academic Honors: 3.7 GPA; Dean's List

NATIONAL UNIVERSITY, Chicago, IL

Bachelor of Fine Arts in Communications & Speech, Minor in Theatrical Arts (1993)

Honors / Involvement: Best Actor; Best Supporting Actor; Assistant Director, Male Chorus; Guest Director, University Plays; Piano Scholarship; Back-up Singer, Sandi Patty, Larnelle Harris, Gaither Vocal Band & Homecoming

NOLAN AIR LINES, Dallas, TX

Meridian Training (2005)

COMMUNITY INVOLVEMENT

Volunteer Trainer: Instructing high school students on play directing

Past President / Volunteer: Anti-drug group through skits and speeches at schools

Performing Arts Camp Director / Camp Counselor: Woodland Altars, Church of the Brethren

Volunteer: Covington Community Care Center & Upper Valley Medical Center, Extended Care Unit

Judge: Miss Florida Teen Pageant

Past Member: Key Club, Division of Kiwanis International