

Senior Operations Specialist

Solution-driven, creative operations professional – Accomplished, entrepreneurial mindset with 12+ years of experience leading core business operation initiatives for startup organizations spanning the live entertainment, healthcare, and technology industry. A “Jack (Jill) of All Trades” known to successfully wear many hats with strong strategic business and analytic skills. Proven expertise in successfully developing and implementing strategic workflow processes for both efficiency and scalability; liaising with both internal and external stakeholders to ensure successful communication, visibility and accountability. Successful track record of high-impact, low-ego motivational leadership; promoting a company’s culture and vision through the development and implementation of policies and ensuring overall operational sustainability for a business. Possess an insatiable appetite for learning and continuous improvement; known for being resilient and for approaching all endeavors with tenacity, integrity, passion and empathy. Aiming to inspire and to be inspired.

Areas of Expertise

- Business Planning & Development
- New Program Development & Launch
- Operations Management & Consulting
- Budget Development / Management
- Motivational Leadership
- Strategic Planning & Execution
- Process & Policy Development
- Revenue & Profit Optimization
- Contract & Vendor Negotiations
- Continuous Process Improvement
- Project Management
- Profit & Loss Accountability
- Cost Reduction & Avoidance
- Relationship Management
- Data Analysis

Career Experience

OneTribe Testing, Philadelphia, PA

2021 – 2023

Founder & CEO

Founded OneTribe Testing, an API powered interoperability platform designed to empower both healthcare providers and entertainment professionals in support of entertainment venues operating at 100% capacity with COVID-19 health screening. Intended as a **proactive** response to the pandemic's ever-changing landscape by implementing affordable testing for all, regardless of vaccination status; providing collective peace of mind for all stakeholders.

Key Responsibilities:

Business Writing | Product Management | Partnerships | Business Development | Accounting & Finance | P&L | Brand Development | Marketing | Vendor Management | Strategic Planning | New Product Creation | Research & Development | Project Timelines | Utility Patent Writing | System Design

Accomplishments:

- Designed the innovative workflow and system architecture for OneTribe's proprietary API [patented] created to seamlessly integrate with and enhance the existing framework and workflow of our stakeholders to support onsite operations for one unified ecosystem.
- OneTribe's proprietary API integrates with an event's ticketing database and testing laboratories' databases to provide a sustainable health screening solution for live events that is fully integrated, automated and HIPAA compliant. Attendee tests are linked with their event ticket so that upon entry of a negative test result, their ticket is activated to be scanned for entry.

15toKnow, King of Prussia, PA

2020 – 2021

Chief Operating Officer

Started as Sr. Director of Operations and was quickly promoted to Chief Operating Officer. Lead companywide day-to-day operations of a pandemic response startup providing drive-thru testing & vaccine sites for COVID-19 throughout PA, NJ, and northern DE. Collaboration with each department; developing and scaling operations to ensure increased efficiency, scalability and sustainability for the business.

Key Responsibilities:

Process & Policy Development | New Testing & Vaccine Site Builds – timelines, budget creation, budget management, vendor management, site surveys, real estate, permitting | Vendor Management | Vendor Contracts | New Program Development & Launch | New Product Launch | Supply Chain & Product Procurement | Administrative Framework | Customer Service | Proposals | Leadership Development & Coaching | Staffing – Recruiting, Onboarding, Offboarding | Revenue Strategy | Special Projects | Operational Leadership | Financial Policies | Procurement | Supply Chain | SOP

Accomplishments:

- Scaled business from four (4) operating sites to 23 operating sites within two (2) months, while creating and refining departments to improve the organizational-structure, developing cross-functional communication systems and defining SOP's.
- Successfully reduced operating expenses - facility expenses reduced by 46%, labor expense reduced by 41% by reducing overtime.
- Successfully launched Vaccine Program that administered over 18,000 vaccines – site design and build, bid proposals (city & state)

G4D Productions, New York, NY

2018 – 2020

General Manager

Ran day-to-day operations for a boutique startup production company; acting as the glue for all internal and external stakeholders while promoting the company's vision and a positive work culture. Developed internal procedures/processes and implemented in G4D-produced events to ensure efficient and effective communication between internal and external stakeholders, including inter-department, vendors, clients, and patrons.

Key Responsibilities:

Companywide Administrative Development & Management | Staffing – recruiting, onboarding, contract administration | Business Proposals | Project Management | Budgeting | Client Relations | Vendor Negotiation | Vendor Contracts | Vendor Management | Artist Relations | Permitting | Account Management & Reconciliation | Production Advances | Technical & Audio / Visual Advance | Site Operations | Festival / Event Admin | Site Design | Logistics | Talent Acquisition | Event Planning | Build Out | Strike | Load Out | Equipment Rentals | Special Projects | Safety Handbooks & Compliance

Accomplishments:

- Increased business growth by 60% with new clients and projects, while implementing best practices.

Key Company Projects:

Lockn' Music Festival (Production Manager) | Wilco Music Festival | Borderland Music & Arts Festival | Warren Haynes' Christmas Jam | March for Science | March for Oceans | DEBRA of America Fundraiser Concert Series | Elements Festival – Lakewood | The Brooklyn Bowls (Venue Design)

Additional Experience

Director Artist Relations – Elements Lakewood Music & Arts Festival, *Lakewood, PA (2017)*

Hospitality Coordinator & Production Assistant – AEG Live, PlayStation Theater, *New York, NY (2014 – 2018)*

Hospitality Coordinator – The Capitol Theatre, *Port Chester, NY (2015 - 2018)*

SFX / ID&T (2014 – 2015)

Groups Camping Manager – Mysteryland USA, *Bethel, NY*

Groups Camping Manager - DreamVille Site & Specializations – Tomorrowworld USA, *Atlanta, GA*

Artist Hospitality / Backstage Décor – The Hudson Project Music & Arts Festival, *Saugerties, NY*

Operations Coordinator / Operations Contractor – CID Entertainment, *New York, NY (2012 – 2014)*

Key Projects: Electric Forest Festival, Hangout Festival, GovBall NYC, Bonnaroo: Roll Like A Rockstar, and more.

Festival Operations Manager / Artist Relations & Hospitality Manager – Equifunk Presents, *Equinunk, PA (2011 – 2013)*

Education

Bachelor of Arts (BA) in English – Florida Atlantic University, Boca Raton, FL

Associate of Arts (AA) in Communications – Florida Atlantic University, Boca Raton, FL

Technical Proficiencies

Microsoft Office 365 | Microsoft Suite | Microsoft Teams | Microsoft Sharepoint | Microsoft OneDrive | Excel | Word | Google Workspace | Google Suite – drive, google sheets, google docs | Dropbox | Quickbooks | DocuSign | Jotform | Miro | ClickUp | Asana | Slack | Mobile Cause Fundraising | Trello