

# NAME

Fort Collins, Co | Email | Phone | Linked In Profile Link

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## PROFESSIONAL SUMMARY & VALUES

*Self-starting operations and team support professional with a B.S. in Health and Exercise Science and experience across collegiate athletics, community sports, wellness programs, and client-facing roles. Proactive and results-oriented, bringing structure, efficiency, and calm leadership to fast-paced environments through strong coordination, logistics, process improvement, and data-informed decision-making. Naturally becomes the go-to person for coworkers and athletes, solving operational “puzzles,” streamlining systems, and creating smooth, reliable workflows that enable others to focus on performance and progress. Recognized as a steady, supportive presence who communicates clearly, de-escalates tension, and builds strong working relationships. Contributes to a positive, collaborative, high-accountability culture and is motivated by helping others grow, optimizing operations, and supporting high-quality results across teams and programs.*

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## CORE COMPETENCIES

- **Health, Wellness & Program Design:** Designs and implements fitness and wellness initiatives that engage participants, promote health, and support individual achievement of goals.
- **Workflow Efficiency & Operations Coordination:** Streamlines day-to-day processes across athletics, recreation, and client environments to ensure smooth, reliable operations and minimize disruptions.
- **Leadership & Team Guidance:** Provides steady, supportive leadership to staff, athletes, and participants; naturally becomes a go-to resource for direction, problem-solving, and maintaining high operational standards.
- **Logistics & Program Execution:** Manages complex scheduling, travel coordination, field readiness, and event logistics to keep programs running efficiently and on time.
- **Data Analysis for Performance Improvement:** Captures, analyzes, and interprets player performance and operational data to produce actionable insights for coaches, athletes, and management teams.
- **Issue Resolution & First-Line Support:** Troubleshoots technical, operational, and participant concerns with calm professionalism, reducing downtime and ensuring business continuity.

## TECHNICAL TOOLKIT

- **Productivity & Collaboration:** Microsoft Office, Microsoft Teams, Google Suite.
- **Sports Performance & Analytics:** Rapsodo and 6-4-3 Charts for data capture, reporting, and performance analysis.
- **Operations & Payment Systems:** POS and e-commerce solutions; tools for streamlined ordering and payment workflows.

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## PROFESSIONAL

### Business to Business Outside Sales Representative

July 2025 - Present

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- 1099/ 100% commission role
- Identify and engage new merchant prospects across retail, e-commerce, and service industries, developing strong relationships by understanding their operational needs and positioning company as a reliable, long-term solutions partner.
- Serve as the primary point of contact for assigned accounts, providing prompt first-line support on technical and payment-related issues to minimize disruption and maintain high levels of client satisfaction.
- Lead end-to-end merchant onboarding, including POS setup, payment gateway configuration, system implementation, and user training to ensure a smooth transition and rapid adoption.

- Partner with internal teams to support sales goals, increase product adoption, and drive revenue growth through promotion of value-add services such as ACH, payment protection, and integrated tools.
- ❖ **Accomplishments:**
  - Secured a new merchant account and implemented a QuickBooks-integrated payment system that automated invoicing and tracking, eliminated manual processes, shifted processing fees to customers, and established myself as the client's primary support contact.

### **Field Supervisor (Part time nights /Seasonal)**

*May 2025 - Present*

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- Direct the safety and operational readiness of multiple sports fields, supervising on-site staff, scheduling shifts, assigning tasks, and ensuring activities run safely, on time, and to established standards.
- Coordinate event logistics by organizing crews, equipment, and field setup/teardown, managing all phases of activities from preparation through post-event cleanup.
- Serve as the primary liaison between field staff, program coordinators, officials, participants, and spectators, maintaining clear communication, resolving issues quickly, and supporting a consistently positive experience.
- Mentor and support staff through direction, coaching, and on-the-job training to promote consistent performance, accountability, and professional growth.
- Manage administrative responsibilities for field operations, including detailed incident and activity reporting, resource coordination, and accurate tracking of schedules, staff time, and disciplinary actions.
- ❖ **Accomplishments:**
  - Addressed recurring tensions and ejections by interviewing players and umpires, reviewing rules, and producing an unbiased incident report with recommendations that improved consistency and the game-day environment.
  - Demonstrated initiative and care for participants by arranging field lights for kids playing on an unused field in the dark so they could safely continue their game and enjoy the full experience

### **INTERNSHIP & CO-OP EXPERIENCE:**

#### **Operations Intern**

*August 2023 - May 2024*

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- Managed end-to-end travel and logistics for a 24+ player roster, ensuring timely coordination of transportation, lodging, and schedules to support smooth team operations.
- Captured and analyzed pitching and hitting data using 6-4-3 Charts and Rapsodo, producing clear performance reports that informed coaching decisions and supported athlete development.
- ❖ **Accomplishments:**
  - Implemented an EzCater-based meal ordering system that cut weekly food logistics from ~10 hours to ~1 hour, reduced errors, automated receipts, and was fully adopted by the coaching staff after my internship.
  - Led pitching and hitting data collection and reporting, creating concise, metric-driven dashboards and reviewing results with athletes and coaches to guide adjustments and improve on-field performance.

#### **Health Fitness Program Assistant**

*August 2023 - December 2023*

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- Developed and led a month-long winter wellness fitness challenge for Hewlett Packard Enterprise employees, increasing engagement and inspiring 15 participants and motivating 11 participants to try new winter or at-home workouts.

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## **EDUCATION**

**Colorado State University | Fort Collins, Colorado**

**Bachelor of Science: Health and Exercise Science, Health Promotion**