

## Higher Education | Operations | Business Consulting

**Dynamic leader with 20+ years of management experience adept at identifying and streamlining inefficient operations to drive revenue growth and enhance outcomes.**

Accomplished professional driving operational efficiency and revenue growth across diverse industries. Successful entrepreneurial venture as co-owner of a vibrant restaurant and bar. Skilled in uncovering inefficiencies and implementing strategic solutions. Adept at fostering teamwork, with a background in education, product management, marketing, and operations consulting. Pursuing EdD in Higher Education Teaching and Learning, expected in 2024.

## Areas of Expertise

### Educational Leadership

- Curriculum Development
- Instructional Design
- Assessment and Evaluation

### Strategic Solutions

- Business Intelligence
- Corporate Strategy
- Relationship Management

### Operational Excellence

- Change Management
- Strategic Planning
- Cross-functional Team Leadership

## Career Achievements

- Crafted tailored rollout plan addressing 4% low student math competency, for precise interventions and efficient implementation.
- Drove 200% product footprint growth, transformed BI product management, and pioneered new research functions with strategic partnerships as Business Intelligence Product Manager.
- Achieved a 25% increase in new game productivity and a 40% cost reduction as Casino's Gaming Administrator through the implementation of internal research and planning functions.
- Achieved restaurant market leadership by optimizing bookings, sales, and purchasing processes, implementing internal controls, and streamlining operations for increased efficiency and profitability.

## Professional Experience

ALBUQUERQUE PUBLIC SCHOOLS, ALBUQUERQUE, NM | November 2020 – Present

### **TEACHER AND THEATER PROGRAM DIRECTOR** (February 2021 – Present)

Dual role as Mathematics and Theater Arts teacher responsible for instructing Geometry and Drama I/II, Musical Theater, and Stagecraft. Directs all drama activities, including after-school productions. Guides teaching using national standards, social-emotional learning (SEL), and Career Readiness competencies. Reports to the Assistant Principal, overseeing 140 students in math and theater, and 60 students in after-school programs.

- Increased budget by 586% in three years via strategic financial management and resource allocation.
- Enhanced student engagement by 1143% over three years, fostering an interactive and dynamic learning environment.
- Raised math class attendance from 80% to 97% by implementing accountability measures and creating a conducive learning atmosphere.
- Achieved outstanding student performance on standardized math tests, performing at 150% of normal.

### **MATH TEACHER AND TESTING COORDINATOR** (November 2020 - February 2021)

Served as Mathematics Teacher and Test Coordinator, reporting to the Assistant Principal. Led efforts to establish testing compliance goals and improve math performance. Guided teaching with Career Readiness competencies, SEL, and national core standards. Provided analytical support on the Instructional Council. Taught Algebra II, Pre-Calculus, and Geometry.

- Increased test scores by 15%.
- Enabled school to achieve testing compliance and extend testing opportunities to underprivileged students.
- Conducted comprehensive testing security training and facilitated access, ensuring adherence to protocols and safeguarding test integrity.
- Attained 100% teacher compliance through effective training initiatives and ongoing support, enhancing overall testing efficacy and reliability.

SIDEWINDERS BAR AND GRILL (MR ENTERTAINMENT, LLC), ALBUQUERQUE, NM | January 2015 - Present

### **CHIEF OPERATING OFFICER, EVP**

Lead operational strategist overseeing diverse activities encompassing finance, customer experience, analysis, and public relations. Manage special events, financial audits, training, compliance, community engagement, and market expansion initiatives. Develop and implement strategic marketing, menu, and staff development programs.

- Revitalized a struggling company from loss to profit by analyzing internal operations, implementing controls, and optimizing bookings, sales, and purchasing, establishing market leadership in the process.
- Enhanced operational efficiency, minimized waste, and improved customer experience, resulting in 50% revenue loss reduction, 64% food waste reduction, and 62% wait time reduction.
- Boosted patronage by 400% through strategic social media campaigns and enhanced guest service. Enhanced event bookings by 333% by employing 2 event managers to optimize the booking process.
- Maintain an A rating by reducing non-compliance to below 3%, ensuring adherence to regulatory standards and promoting excellence in operational practices.

SCIENTIFIC GAMES, LAS VEGAS, NV | March 2014 - February 2020

### **SENIOR ACCOUNT SERVICES MANAGER**

Managed a diverse portfolio of 250+ casino relationships spanning top and middle management across 33 casinos. Collaborated with audit teams to ensure compliance, led projects, provided training and consultation, analyzed performance data, and facilitated strategic development with clients and internal teams.

- Assisted in closing \$15M accounting and marketing systems deal.
- Revitalized customer relationships, reducing turnover and restoring trust amid challenging period of prolonged staff vacancy and declining revenue.
- Minimized service requests after go-live, ensuring seamless project transitions and enhancing customer operational efficiency.
- Spearheaded the upgrade of LCDs on slot machines, optimizing gaming experience and technology infrastructure to meet evolving industry standards.

### **Additional Experience:**

- **Commissioner of Music, State of New Mexico**

- **Professional Services Consultant, International Game Technology, Las Vegas, NV**

- **Director of Marketing and Public Relations, The Las Vegas Philharmonic, Las Vegas, NV**

## **Education**

**Doctor of Education, Higher Education Teaching and Learning** (expected 2024)

Alverno College

Dissertation title: "Components of Social and Emotional Learning that Correlate to Teacher-Student Relationships."

**MBA, Marketing**

Keller Graduate School of Management

*Graduated with Distinction*

**Master of Music, Applied Music**

University of Nevada, Las Vegas, NV

**Bachelor of Music, Applied Music**

University of Nevada, Las Vegas, NV

*Magna cum Laude*

**Bachelor of Arts, English Literature**

Oberlin College and Conservatory of Music

*Bachelor of Arts in English literature with emphasis in Theater*

## **Volunteer Experience**

Guest Speaker, Oberlin College (March 2024)

New Mexico Restaurant Association (2020 – Present)

## **Awards**

Community Hero Award, 2021

Models of Hope Award, New Mexico Entertainment, 2019