

I've spent over 25 years building teams, opening businesses, coaching leaders, and solving problems in veterinary general practice settings. Now I'm bringing that same energy to human healthcare and education — translating my experience into helping others however I can, with a personal touch. I don't just want to fill a role. I want to feel like my contributions are having a direct positive impact on the people and systems around me.

Strengths

- Reliability & Consistency
- Calm Under Pressure
- Training & SOP Development
- Curriculum Design & CE Approval — Develops learning objectives, assessments, and AAVSB/RACE-approved continuing education packages
- Live Adult-Learning Facilitation
- Coaching & Mentorship — Meet people where they are, build skills incrementally, celebrate progress
- Multi-Site Operations
- Business Planning & Strategy
- Team Building & Culture
- Communication & Teaching — Published author, professional speaker
- Quality & Process Discipline — KPI-driven, detail-oriented
- Adaptability — Veterinary practice → corporate operations → entrepreneurship → healthcare — always learning, always contributing

Training and Certifications

- CPT (NHA) — Certified Phlebotomist (in progress, expected July 2026)
- BLS / CPR — National Heart Association, 2026
- CVPM — Certified Veterinary Practice Manager, 2015
- SHRM-CP — Society of Human Resource Management Certified Professional, 2018
- Food Protection Manager, 2024
- GCP for Clinical Trials — Expired 2023, willing to renew
- RACE Certified Speaker, 2017

Education

- MBA — Jack Welch Executive MBA Program (54 credit hours), 2020 — GPA 3.917
- BBA — Business with emphasis in Human Resources, Minor in Marketing — Strayer University, Summa Cum Laude (GPA 3.939)
- AA — Business — Strayer University, Summa Cum Laude (GPA 3.938)
- Phlebotomy Credentialing Program — Southern Technical Institute (in progress, expected July 2026)
- Committed to pursuing BSN in Nursing

Professional Experience

HT Vet — Head of National Accounts | March 2026 – Present (*Transitioned from consulting engagement; originally contracted as SME through Claire-ity Group LLC, Aug 2025*)

- Initially engaged as a subject matter expert on U.S. national accounts strategy — reviewed implementation learning materials and designed key-account communications
- Performance and strategic contributions led to a W-2 role supporting peak buying seasons and long-term account development
- Develop and deliver implementation learning materials and customer education for key accounts
- Translate technical/medical concepts into clear training and communication for diverse stakeholders
- Support adoption of Heat Diffusion Imaging device utilizing AI algorithms to deliver cancer risk probability to doctors in the screening of dermal and subcutaneous masses

Claire-ity Group LLC — Owner/Founder | 2023 – Present Consulting for pet/veterinary entrepreneurs including bank-ready business plans, startup project management, and early floor plan concepts coordinated with contractor handoff.

- Contract SME (Q2–Q3 2025): Supported Nuzzle Technologies' AI L&D platform helping veterinarians improve client communication and treatment recommendation acceptance
- Contract SME/Contributor (Q2–Q4 2025): Advised an unreleased SaaS platform (NDA) for procuring and managing relief/contract veterinary staffing networks
- Contract SME (Q3–Q4 2025): Supported Pet Happiness Network — developed expansion schematic, business plan, and grant-funding pathway

Heartland Vet Partners — Regional Director of Operations | Feb 2023 – Mar 2025

- Coached leaders across multi-site environments on performance, culture, retention, and compliance
- Built development plans and supported credential pathways (CVPM, professional degrees)
- Led 20+ direct reports across FL, IL, TN, MS, and MO

Thrive Pet Healthcare / THRIVE Affordable Vet Care — Senior Director of Operations & Director of Learning & Development (National) | Aug 2018 – Jun 2022

Scope: Senior operations and learning leader supporting a homogeneous multi-state model scaled to 127 locations and 950+ team members; leading operational readiness, national support functions, and enterprise initiatives while building training and enablement systems to drive consistent execution.

Operations & Leadership:

- Supported organizational growth from 20 to 127 locations across multiple states
- Led operational readiness for new location launches including staffing, workflows, vendor setup, and compliance
- Oversaw national support functions and drove consistent execution across a rapidly scaling footprint
- Led the divestiture of 98 locations affecting 814 employees — managed communication, compliance, and transition planning
- Directed 20+ direct reports and cross-functional teams through periods of rapid growth and organizational change

- Drove performance improvement through KPI tracking, process standardization, and accountability frameworks

Learning & Development:

- Designed and delivered training across roles, workflows, customer service standards, and people-management practices (adult learners, multi-site)
- Built SOPs, job aids, and centralized resource libraries to support consistent learning and execution
- Created five position-specific development guides to clarify expectations and growth pathways
- Led rapid implementations (<60 days) using structured communication and change enablement
- Achieved 100% adoption in 3 weeks for a new portal/distributor change across 52 locations through training and reinforcement
- Designed and produced a leadership summit (11 RACE-approved CE hours), including curriculum planning and delivery support

Your Family Veterinarian, Inc. — Owner/Founder | 2005 – 2017 | Orlando, FL

Full-service veterinary general practice offering medical care, boarding, and grooming — conceived, built, operated, and sold.

- Designed the original floor plan and developed the full business concept from scratch
- Acquired land and led the complete design-build process in partnership with an architect and general contractor
- Wrote the SBA business plan, secured financing, and navigated the full SBA loan approval process
- Built the practice from the ground up — from construction through grand opening
- Owned and operated the business for its entire 12-year lifespan
- Managed all aspects of operations including staffing, client experience, medical oversight coordination, vendor relationships, and financial performance
- Successfully sold the practice to a corporate consolidator in 2017

Fred Pryor Seminars & CareerTrack — Speaker/Coach/Trainer | Dec 2015 – Aug 2017

- Delivered live, full-day (6-hour) workshops for adult learners across industries
- Topics: leadership, communication, time management, goal setting, assertiveness, coaching
- 2016: 256 hours across 37 cities on 14 topics
- Professionally trained speaker and educational facilitator

Public School Coaching | 2010 – 2014

Corner Lake Middle School (Non-Faculty Coach)

- Girls' Basketball Assistant Coach
- Boys' Basketball Head Coach
- Track and Field Head Coach

East River High School (Non-Faculty Coach)

- Girls' Basketball — JV and Varsity Assistant Coach