

# Lakrisha S. Davis

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## National Account Manager | Client Manager

*Delivering optimal results & business value in Profit Centre Operations, Sales, and customer-facing high-growth environments*

Results-oriented, innovative, and influential Account Manager offering rich experience in successful business development and client service across Logistics and Supply Chain Industry. Penetrates major accounts and develops long-term, consultative client relationships. Strong record of success developing new market initiatives, assessing new market potential and analyzing business opportunities. Extensive experience in Sales, Marketing, Business Development, Client Relationship Management, Coordination, and Revenue Generation with consistently achieve high productivity standards. Possess keen business acumen in analyzing & understanding business requirements, customer-value maximization and developing new business processes & revenue streams.

### Core Competencies

Consulting | Business Development | Account Management | Sales | Supply Chain | SaaS | Logistics | Project Management | Sales & Marketing | Business Development | Market Penetration | Sales Solutions | Network Development | Key Account Management | Sales Promotion | Strong Interpersonal Skills | Sharp Analytical Skills | Liaison & Coordination | Team Leadership

### Key Highlights

- Remain on the cutting-edge by driving new business; leverage foresight for building lasting client relationships, establishing new-to-market products, pioneering new methodologies and clinching repeat business.
- Highly skilled in contributing to success by managing, reviewing, and undertaking appropriate sales & marketing strategies & brand awareness programs for enhancing the visibility of the products/services.
- Core strengths in demonstrating imagination, insight, and boldness against challenges that bring out the best in people and bring them together towards a shared sense of purpose.
- **Domain Expertise:** Logistics and Supply Chain Industry

## Professional Experience

### **INFOR, DALLAS, TX | 2018 – Present**

*Infor is a multi-national enterprise software company focuses on business applications for organizations delivered via cloud computing as a service.*

Relationship & Opportunity  
Development



Liaise between Marketing &  
sales



Strategic Customer  
Engagement & Planning

### **Business Development Manager, LSP and Ocean Services | 2019 – Present**

Own and develop the go-to-market strategy and engagement plans. Understand customer & competitor influences, innovations, and broader market conditions. Proactively develop client relationships that strengthen the pipeline and enhance the win probability.

- Drive sales development of Infor Nexus cloud-based commerce network to the world's largest LSP/3PL and Ocean Services providers.
- Play an essential role in growing SaaS subscription sales and Infor Nexus platform transactions for LSP/3PL and Ocean Services industries as part of their digitalization and transformation strategies.
- Involve with prospects and build new business opportunities for field sales teams.

### **Business Development Manager, Manufacturing | 2018 - 2019**

Acted as a trusted advisor, consulting with partners to provide strategic recommendations on how they can grow their business. Involved in consulting customers on end-to-end supply chain needs. Prospected, qualified, negotiated and closed deals with targeted strategic partners in an aggressive time-frame.

- Directed enterprise sales development for Fortune 500 global manufacturing companies for Infor Nexus cloud-based commerce network.
- Keyed out complex networked financial and physical supply chain solution that encompasses sellers, buyers, logistics providers, and financial institutions.

### **UNITED PARCEL SERVICE, DALLAS, TX | 2014 – 2018**

*United Parcel Service is an American multinational package delivery and supply chain management company.*



### **Solutions Engagement Resource | 2014 – 2018**

Served as a Consultant creating value for customers by leveraging UPS's expertise in the areas of Engineering, Technology, Finance, and Supply Chain design. Presented value proposition and utilized negotiation skills to create ROI thus positioning UPS advantageously.

- Understood the current/future needs of customer/business and how those needs dictate project requirements/direction and resource allocation; recommended solutions.
- Provided input into implementation scheduling and communication plans; consistently maintained 100% accuracy for Customer Paid projects.
- Spearheaded \$32 million worth of Engaged Revenue Growth and provided complex solutions.
- Successfully developed customized and configurable solutions to assist customers in sales and productivity by 30%.

### **Senior Account Manager | 2011 – 2014**

Identified, developed and closed sales opportunities within a designated geographic market and account level with strong attention to profitability. Analyzed customer's needs, crafted tailored sales strategies and closed sales of potential products and consulting services. Involved in developing pricing strategies and negotiated complex agreements.

- Entrusted with bigger responsibility of managing 40 large middle market accounts with total annual revenue of over \$12 million.
- Played an integral role in selling an entire UPS Portfolio of Services- Including parcel, LTL/TL freight, and supply chain; coordinate complex strategies with internal/external customers to increase UPS revenue
- Successfully exceeded sales plan with over 100% for Revenue and Volume each year; achieved 108% revenue to plan in 2014.

### **Account Manager | 2007 – 2011**

Pioneered over 100 Key accounts with geographical zip code with total annual revenue of \$5.5 million. Developed pricing strategies and utilized negotiation skills to competitively position UPS; facilitated positioning of core technology solutions.

- Successfully exceed sales plan with over 100% for Revenue and Volume.
- Recognized as 2010 World Champion, with Revenues in excess of 110% of plan.

### **Previous Experience:**

#### **Sales Support Representative | 2006 – 2007**

### **Education, Certification & Training**

**Bachelor of Science, Information Systems** | Metropolitan State College of Denver, Denver, Colorado

**Bachelor of Science, Marketing** | Metropolitan State College of Denver, Denver, Colorado



# LAKRISHA DAVIS

PRODUCER | WRITER | STORYTELLER



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Chicago, IL

## EDUCATION

MFA/FILM DIRECTING  
**Columbia University in the City  
of New York**

BA/RHETORIC-CREATIVE  
WRITING  
**University of Illinois Urbana-  
Champaign**

## SKILLS AND COMPETENCIES

- Script Writing
- Promotions
- Copywriting & Editing
- Directing
- Broadcast Production
- Digital Video Production
- Production Management
- Brand Marketing
- Non-linear Editing
- Budget Management
- Creative Direction
- Story Producing
- Casting
- Contract Negotiation

## PROFILE SUMMARY

A multi-talented **PRODUCER** and **WRITER** offering 15 years of experience in spearheading film, broadcast, web, and independent productions. Well-rounded storyteller with significant digital video expertise, leading, managing, and directing the entire production process from pre to post-production. Writer with a mastery of the written communication and editorial judgment, a keen knowledge of visual storytelling techniques, and proficiency in writing and developing concepts for scripts and digital content. Skilled multi-tasker effectively managing multiple projects simultaneously while maintaining attention to detail. Enjoys both the team playing aspect of production and working independently. Strong ability to lead teams and create synergy to bring ideas and visions to life.

## CAREER HIGHLIGHTS

- **Won the Promax BDA Silver award** for contributions to the NBC Emmy-winning “The Steve Harvey Show.”
- Associate Produced an **Addy Award-Winning** #UpgradeChicago marketing campaign for Lufthansa Airlines.
- Produced various cable specials for **CNBC**, including the **top-rated** “Oprah Effect.”
- **Independently** wrote and directed a narrative film, “Blue in Joy.”

## EXPERIENCE

### WRITER, PRODUCER, DIRECTOR

Per D.M. Pictures, Chicago, IL | 2004 – Present

- Produce and direct various films and web series, including writing, directing, shooting, and editing.
- Write high quality, original content for the screen from concept to completion.
- Execute efficient and fluid field shoots, directing all talent and crew.
- Work with clients to develop project scopes; managing project deliverables, calendars, and deadlines.
- Hire and serve as a trusted advisor to key collaborators, such as producers, DPs, editors, sound engineers, casting agents, and actors.
- Cultivate effective working relationships with vendors and film offices.
- Manage budgets and negotiate contract terms to ensure that production resources align with revenue targets.

### VIDEO CONTENT WRITER

Aperture One, Chicago, IL | 2018 – 2019

- Wrote digital video content utilizing interviews and additional research for YouTube, Oracle Communications, and Capital One.
- Provided expertise in story ideation to the production team.
- Contributed to content strategies to tell the clients’ brand stories in a powerful, imaginative way that attracts audiences.
- Worked collaboratively with others (e.g., creative, social media, and brand marketing) to ensure creative narratives met client expectations and remained on-brand message.

## TECHNICAL SKILLS

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### Proficient:

- Final Cut Pro
- Adobe Creative Cloud
- Microsoft Office Suite (Word, Excel, PowerPoint) both Mac and PC platforms.
- Comfortable with DSLR and 3-CCD cameras.

## PROMOTIONS PRODUCER

NBC Universal, Chicago, IL | 2014 – 2017

- Conceptualized and wrote marketing/branding/promotional campaigns designed to further the goals of the networks' marketing efforts.
- Generated cutting-edge promos, daily topicals, on-air, radio, and sweeps spots for the client account, The Steve Harvey Show.
- Led the creative direction and editorial process, including directing voice-over sessions, approving the musical selection, selecting graphic identity, and supporting final audio mixes.
- Planned/coordinated the day-to-day, providing innovative execution of work in all areas on schedule.

## PRODUCER & WRITER

One Tree Forest Films, Chicago, IL | 2013 – 2014

- Wrote and produced viral video content for clients to drive the brand aesthetic forward.
- Pre-produced, produced, directed, edited, and coordinated video projects for Lufthansa Airlines, Baker Furniture, and AE Sports.
- Cast, interviewed and directed talent, as well as scouted locations and produced field shoots.
- Provided leadership to the Directors of Photography concerning project scope and technical specifications.
- Monitored all budget and production activities; negotiated with vendors and local businesses to manage costs and create savings.

## PRODUCER & WRITER

Tower Productions, Chicago, IL | 2012 – 2012

- Wrote and produced episodes of the critically acclaimed TV One documentary series, Find Our Missing.
- Gathered and analyzed field research to write evocative personal stories for the series.
- Field produced shoots and supervised the Director of Photography's artistic and technical decisions.
- Supervised Associate Producers, delegated work, and motivated team to drive projects to final stages of completion.
- Proactively identified and resolved gaps in the content development support structure and improved production processes.
- Identified talent needs to book and conduct cast interviews successfully.

## ASSOCIATE PRODUCER

Kurtis Productions, Chicago, IL | 2008 – 2009

- Delivered several cable specials and series episodes for CNBC.
- Developed a series, The Entrepreneurs; researched, pitched themes, concepts, show topics, and guests.
- Supervised and delegated assignments to Production Assistants.
- Collaborated with the Producer to scout, book and pre-interview cast.
- Performed various project management duties; confirmed interview logistics; and managed deliverables, show calendars and deadlines.
- Developed show concepts and pitched to the network.



# LAKRISHA DAVIS

ORGANIZATIONAL DEVELOPMENT / CHANGE MANAGER



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## PROFILE SUMMARY

Senior Manager with proven expertise in grant/contract, purchasing/procurement administration, and compliance. Keen knowledge of theories, principles, methods, and procedures of contract administration and compliance. Demonstrated leadership and influence across multiple businesses and regions. Exceptional project management skills; can manage multiple conflicting projects and meet tight deadlines. Adept in partnering with senior management, high-level external contacts, and cross-functional business partners. Skilled in building effective working relationships with vendors and suppliers by taking a customer-focused approach. Change agent who can lead in the face of ambiguity and complexity. Excellent inter-personal skills, communication and organization skills to lead teams in a decentralized environment.

## WORK EXPERIENCE

### SENIOR CATEGORY MANAGER

TYSON FOODS, INC., CHICAGO, ILLINOIS | 2014 – Present

Lead the management of assigned commodities for the region. Establish and implement short- and long-term strategies for continued cost reduction, supplier relationship management, and value improvement. Responsible for negotiating all major contracts and agreements within the category and delivering the best value to Tyson Foods in the Legal, Risk Insurance, and Finance categories. Involved in analyzing category spend, preparing category strategic roadmaps and meeting with senior leaders to validate and execute on the strategy.

- Build cross-functional relationships and partnerships with suppliers to improve value, quality, delivery, performance and technology solutions in support of the Legal, Risk Insurance and Finance categories.
- Successfully execute RFx sourcing events thus driving cost savings for the organization; managed \$265M in spend.
- Head, guide, and train a team of category manager (Contract worker) and procurement analyst; support activities like Contingent Labor, Travel, and Aviation.
- Develop, and embed the vision and strategy for the new category growth drivers within customers' businesses.

## EDUCATION

- BACHELOR OF SCIENCE IN RECREATION RESOURCE ADMINISTRATION  
*North Carolina State University*
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- BACHELOR OF SCIENCE IN RECREATION RESOURCE ADMINISTRATION  
*North Carolina State University*

- Achieve highest savings for category 3 years in a row; directed and delivered a diversity event for the department
- Lead a continuous improvement cross-functional team to determine contract provisions owned by procurement; managed a year-long project to reduce outside legal counsel and create competitive, standardized rate cards
- Supervise 12-15 mid to large projects at any given time and mentor a team member through a performance improvement plan - which he successfully completed

### **CATEGORY MANAGER**

THE HILLSHIRE BRANDS COMPANY, CHICAGO, ILLINOIS | 2012 – 2014

Strategically aligned with the business unit to manage all sourcing activities and contract manufacturing commercial relationships related to the IT category. Administered the indirect spend of the IT category for the company and directed \$63M spend. Facilitated and accelerated the business relationship based upon an understanding of the customer.

- Defined and translated business goals into actionable roadmaps. Developed protocols to support improved or recommended category strategies.
- Worked collaboratively with the cross-functional teams through vendor selection and vendor relationship management.
- Ensured resolution of conflicts among team members, and between
- Formulated contracts consistent with company control guidelines; ensured a “win-win” approach with suppliers.

### **CONTRACT ANALYST**

Nokia Siemens Networks | Oct 2011 – Apr 2012

Served as an Independent Contractor, handling time-sensitive projects during a divestiture transition period. Involved in analyzing supplier licensing agreements, licensing utilization, application road maps to develop and implement plans for license transition.

- Channeled the software license management process to ensure licensing compliance and business continuity.
- Coordinated with business customers to understand needs and provide IT solutions.
- Participated in the creation of presentation decks for senior management and analyzed supplier spend.

### **PRINCIPAL**

Independent Contractor, Chicago, Illinois | 2000 – 2012

DUNN BLAIR GROUP, INC. | Mar 2001 – Apr 2011

Served as a Project Manager – Procurement. Responsible for both tactical and strategic procurement activities including sourcing, managing and maintaining specific groups or classifications of purchased materials and services. Fostered activities like reviewing, drafting and negotiating agreements, leading teams to keep projects on time and within scope, making presentations with senior-level management regarding procurement decisions.

- Spearheaded multi-million-dollar technology assignments; supported the implementation of industry best practices and a mindset of continuous improvement.
- Coordinated with cross-discipline team members to ensure all parties are on track with project requirements, scheduled milestones, and deliverables; result: reduced overall cost of purchase (approx. 25-40% for each project).

- Category Management
- Procurement Acumen
- Contract Analysis
- Team Leadership
- Mediation
- Negotiation
- Conflict resolution
- Facilitation
- Financial Analysis
- Legal Contracts Management
- P & L
- Strategy Planning
- Project Management
- Budget Management
- Vendor Relationship
- Management Compliance





# LAKRISHA DAVIS, SPHR, SHRM-SCP

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## SENIOR HUMAN RESOURCES DIRECTOR

*Providing key organizational development knowledge, HR tools, and leadership to drive business growth and employee satisfaction*

- ✓ Dynamic HR Leader developing & executing critical initiatives to transform culture, engagement & performance within various companies and regions. Aligns HR deliverables with business objectives for overall success.
- ✓ Adept Manager leading 200 to 1,000-member staff teams including hiring, onboarding, professional development, coaching, and performance management.
- ✓ Successful implementer of numerous HR Programs and tools including Assessments, Performance Evaluation, Succession Planning, Employee Recognition, Diversity, and Inclusion.
- ✓ Director of HR and Operations functions including Organizational Development, Labor Relations, Recruiting, Compensation, Employee Benefits, Talent Management, Performance Management, Leadership Development, Internal Communications, Employee Relations, Corporate Policies, Compliance, Risk Management Standard Operating Procedures (SOP), Business Operations, Safety, and Security.
- ✓ Strong working knowledge of employment law, to include FMLA, FLSA, OSHA, ADA, ADEA, ACA, EEO & Title VII.
- ✓ Keen thought leadership, process improvement, and issue resolution acumen.

### Executive Strength

Strategic HR Planning | Employee Relations | Diversity & Inclusion | Talent Acquisition | Organizational Development | Performance Improvement | Leadership Development | HR Policies & Procedures | Process & Systems | Design Workforce Planning | Audits | Succession Planning | Contract Negotiation | Presentations | Regulatory Compliance | Employee Engagement Initiatives

### PROFESSIONAL EXPERIENCE

OCT 2016—PRESENT: INDIANA FARMERS MUTUAL INSURANCE, Indianapolis, IN

#### HUMAN RESOURCES

\$19 M Salary Budget > Payroll Administration > Compliance Audits > Process Improvement

Served as Project Leader, handled successful compensation benchmark projects that resulted in range and pay adjustments and increased market competitiveness. Facilitated assistance to leadership teams on appropriate employee relations solutions. Examine HR-related legal documents to ensure company policies and procedures adhere to all state and federal regulations. Administer employee benefits, including FMLA, STD/LTD, Life Insurance, Employee Health, and Retirement Plans; perform compliance audits as well as EEO and ACA reporting.

- Analyze and establish a performance management platform that allowed 360 feedbacks, monitor performance goals, enhance employee engagement, quick review turnaround, and improve documentation process.
- Planned and revamped payroll and timekeeping & reporting process that resulted in reduced processing time (48 hours to 4 hours), improved business continuity and disaster recovery, uplifted efficiency level of entire organization.
- Launched a new Onboarding system and significantly lowered new hire data entry time service standard from 5 business days to 2 hours with go green initiative.
- Designed and executed a benefits portal to improve efficiency, better user experience, fast processing time and transparency.
- Executed engagement and culture-building initiatives resulted in 96% retention rate.
- Lead benefits - FMLA, STD/ LTD, Life, Health, FSA (Limited/Medical), Dependent care, Retirement
- Implemented employee/ manager self-service portal that has shifted the HR department from an administrative entity to a strategic partner
- Led implementation of the new Paylocity HRIS system; designed a weekly 'Did You Know' announcement to familiarize employees of their work benefits and increase job loyalty.
- Executed an organizational 3-year training/development strategy that fully aligned with the organization's long-term goals.

MAR 2009—OCT 2016: STATE AUTO INSURANCE COMPANIES, *Indianapolis, IN*

**REGIONAL BUSINESS INSURANCE SUPPORT MANAGER**

Strategic Planning

Performance Programs

Training & Development

Employee Engagement

Managed the highest performing support department, establishing objectives and continuous improvement methods. Conducted routine and preventative quality assurance evaluations to monitor customer satisfaction and revenue results. Aided in enhancing leadership capacities of the management team to ensure their reports consistently peak performance.

- Implemented performance management programs and expectations, resulting in 100% of the department meeting/exceeding objectives.
- Provided coaching and mentorship to the supervisory team to ensure alignment and identify areas for change.
- Effectively managed the entire employee life cycle, to include employee selection and retention.
- Employed best practices to successfully manage the annual department budget, including salaries, based on corporate expense objectives.
- Increased employee engagement by 30%, creating a healthy organizational culture and team engagement initiatives.
- Developed and implemented performance management metrics to increase work efficiency, reducing time service standards within 30 days of implementation.
- Started at the company as a Payment Services Supervisor, progressing to an increased role of responsibility at the Regional Manager within a year of employment.

JUN 2007—JAN 2009: EXCEL, *Columbus, OH*

**SENIOR HUMAN RESOURCES**

300+ Employees

Employee Relations

Leadership Training

Program Management

Planned and administered management leadership training, setting objectives for the HR team based on company's vision. Designed and implemented company policies and performance standards for a highly effective workplace. Oversaw the employee relations function and managed the communication of benefits to over 300+ employees. Collaborated with supervisors and senior management to investigate policy infractions and ensure adherence with all local, state and federal regulations.

- Fostered healthy employee relationships by creating an employee appreciation program; simultaneously reduced turnover and improved engagement.
- Guided recruiting efforts to fill 1000+ positions, conducting interviews and extending offers to top-qualified talent; processed paperwork, facilitated on-shift orientations and monitored retention.
- Created and led open enrollment initiatives, offering guidance and knowledge to employees regarding benefits and compensation.

**HUMAN RESOURCES DIRECTOR:** WESSON CONSTRUCTION, *Columbus, OH* (JUN 2001—JUN 2007)

**EDUCATION & CERTIFICATIONS**

**BACHELOR OF SCIENCE IN PSYCHOLOGY** - *Kent State University, Kent, OH*

**Research:** Industrial Psychology: Human Impact/Behavior on Business

**PHR** (Professional in Human Resources)

**SPHR** (Senior Professional in Human Resources)

**SHRM-SCP** (SHRM Senior Certified Professional)

**MEMBERSHIPS**

**Treasurer** for Toastmasters (2017-present) | **Member** of the Society for Human Resource Management



# MARCUS C. QUINN

Beverly Hills, MI | (313) 775-5428 | [marcusdesigner@gmail.com](mailto:marcusdesigner@gmail.com) | [www.marcusquinn.com](http://www.marcusquinn.com) (for work samples)

## Creative Designer

Accomplished, creative and digital-driven professional with significant expertise in product design and user experience. Innovative and strategic thinker with a commitment to improving products and providing superior customer experiences through high quality design thinking. A Master's in Interaction Design and a Bachelor's in Industrial Design, allows the combination and expertise of digital and physical product design. Leverages in-depth knowledge and understanding of products to provide industry best practices from strategy to conception to implementation, successfully designing products to be more human centric. Exemplary leadership skills, especially skilled in mentoring and teaching the fundamentals of design. Extensive hands-on production experience for a variety of mediums including, Industrial Design (concept through production), UX Design, Product Styling, Graphic Design, Toy Design, Marine Design, Fabrication Design, 3D Modeling and Branding. **Expertise Includes:**

*Cross-Functional Collaboration  
Budgeting and Cost Controls  
Continuous Process Improvement  
JavaScript  
Wireframing & Prototyping  
Creative Concepting*

*Product/Interaction Improvement  
Usability Testing  
HTML, Python  
Marketing  
User Research & Management  
Project Management*

## Professional Experience

### Product Designer

2007–Present

#### *Freelance*

- Provides product design from concept through production in the areas of 3D modeling, web design, graphic design, toy design, styling and display design.
- Uses design skills and technical knowledge to improve the users experience, understanding production methods and materials, meeting deadlines and working within budgets.
- Expertise and creativity to create product designs for clients who belong to a variety of industries.
- Possess exceptional creativity to be able to produce new product designs using a command of design tools and techniques including software, sketching and user testing.
- Substantial experience improving digital user interfaces through various tools and techniques.
- Exceptional user research, identifying opportunities and needs through customer research and interaction data.
- Develops interactive reporting dashboards and visualizations.
- Independently overcomes obstacles and resolve complex problems, retaining clients and delivering work in the most satisfactory way.

#### *Clients Include:*

**Sea Ray Boats, General Motors, Slipstream Design, Collins Marketing, Agglo Toys (multiple product lines of children's toys through Target and Kmart), Resolute Building Technologies, and Tecra Systems.**

### Marine Designer

2006–2007

#### *Brunswick Boat Group*

- Possessed a sound knowledge of aluminum boat construction, successfully designing and developing the interiors and exteriors for Bayliner and Meridan Yachts brands.
- Using design skills and technical knowledge, conceived and implemented new building methods, leading the interior direction and components of next generation boats.

- Collaborated with colleagues to analyze customer-driven insights and strategize agile methodologies to deliver superior customer experiences.
- Strategically developed and implemented the exterior design which became the blueprint design for all future Maxum Cruisers.
- Leveraging design thinking, built and implemented innovated cockpit seating articulations and layouts for the Cruisers line, becoming a marketing focal point in catalogs and campaigns.

Key Accomplishments:

- **Lead Designer: Maxum 2900 SE**
- **Interior Development: Bayliner 255 Cruiser, 246 Discovery, 288 Discovery, 289 Discovery**
- **Contributing Designer for: Bayliner 275, 285, Meridian 580, 541 Sea Ray Sundeck 210**

**Master Tutor, Design & Foundation**

**2004–2006**

*College for Creative Studies*

- Using design expertise, mentored students in the fundamentals of design covering perspective, color theory and model construction.
- Assisted in the instructional design and educational programs for design, providing writing reviews and advice for liberal arts and design classes.
- Provided mentees with a wealth of knowledge and experience, allowing them to gain valuable insight through work and conversations.
- Proven ability to engage, motivate, and inspire students to learn using excellent interpersonal and communication skills.

**Design Skills**

**Interaction Design Skills:** User Testing, Wireframing, Interaction Flows, Conversation Modeling, Rapid Prototyping, Lean Design Methodology.

**Product Design Skills:** Design Thinking, Ergonomics Research, Sketching, Iterative Refinement, Physical Prototyping  
3D Modeling.

**Designing for Fabrication:** Composite Plastics Molding, Injection Molding, Blow Molding, Roto-Molding, Vacuum formed ABS.

**Tools**

**3D Modeling Software:** Alias, Rhino, Sketchup

**AdobeCC:** Xd, Ae, Ai, Ps, In

**Interaction Prototyping:** Axure, Balsamiq, XD

**Education**

**MFA - INTERACTION DESIGN**

*College for Creative Studies*

**BFA – INDUSTRIAL DESIGN**

*College for Creative Studies*



# SARA R. HAND - MHS, CADC, CODC

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## HEALTHCARE SALES | BUSINESS DEVELOPMENT | CONSULTING

A passionately-driven Sales leader offering over 10 years of successful experience in strategic sales planning and implementation, consultative sales, new business development, and account management across multiple disciplines within the healthcare industry. Strong career record of improving relations with clinicians and patients, while expanding territories and partnerships through prospecting and lead generation. Visionary bottom-line driver, highly skilled at promoting diverse portfolios of products and increasing revenue and market share from new and established accounts. Entrepreneurial spirit, has proven to lead teams to peak performance and creates innovative health programs, solutions and systems that resolve customer needs and increase the quality of care. Recognized industry leader, contributed to **Blackdoctor.org** and **Chicago Tribune**; co-authored many industry-related articles; and interviewed with **U.S News** and **World Reports**.

### Professional Strengths Include:

Healthcare Sales | Territory Management | Quarterly Business Planning | Revenue Enhancement | Client Training  
Program Creation & Execution | Presentation Design & Delivery | Solution Selling | Sales & Marketing | New Product Launch  
Market Analysis and Competitor's Intelligence | Relationship Management | Marketing and Branding | Team Recruiting, Hiring, Mentoring

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## PROFESSIONAL EXPERIENCE

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|--|---------------------|
| <b>CONSULTANT; NATIONAL DIRECTOR OF MARKETING &amp; OUTREACH, <i>Symetria Recovery, City, State</i></b>  | <b>2017-2018</b>    |
| <ul style="list-style-type: none"><li>• Played a key role in the rebranding process of the company, creating a foundation within the organization for strategic collaboration and accountability between the Sales &amp; Marketing team.</li><li>• Provided strategic direction over the development and delivery of integrated marketing strategies for the business.</li><li>• Motivated the sales team to meet their objectives, while providing the appropriate tools, lead opportunities, materials and presentations.</li><li>• Developed a visible expertise plan to enhance the organization's brand and visibility through marketing and networking, leveraging more than 20K personal healthcare contacts.</li><li>• Led strategies and trainings for lead generation and sales—creating sustainable solutions and a Salesforce system from beginning to end.</li><li>• Planned and facilitated Sales Skills Training leveraging product knowledge and prospecting and post-sale relationship management skills.</li><li>• Delivered cross-functional leadership, while interfacing with various business departments and providing best practices tools to ensure flawless execution of company goals and initiatives.</li><li>• Created a 'knowledge transfer' plan within the company to ensure organization, accuracy and availability for future users.</li><li>• Designed and implemented a streamlined 5 step 'Symetria Sales Funnel' to increase lead conversion and sales.</li><li>• Increased field visits by 80% after designing and implementing field visit/contact reports and coaching forms.</li><li>• Developed and implemented a community-based route plan, which exceeded sale goals and increased call capacity to 30%.</li></ul> |                     |
| <b>INDEPENDENT CONSULTANT, <i>Vantage Clinical Consulting, LLC, City, State</i></b>  | <b>2017-Present</b> |
| <ul style="list-style-type: none"><li>• Manage the company's overall resources, operations and partnerships with clients, ensuring the execution of effective treatment programs for Opioid Addiction.</li><li>• Develop an annual business plan and met with key stakeholders quarterly for innovative business development ideas and sustainable solutions for the health industry.</li><li>• Analyze business markets and identify new opportunities and target audiences to drive revenue.</li><li>• Identify affected communities and under-performing programs; partner with key stakeholders for an improved process and business performance.</li><li>• Oversee the customization of end-to-end solutions and training for clients—creating and designing Program Development, Expansion and Enhancements.</li><li>• Support clients with State application and in the preparation and documentation for Licensed Opioid Treatment Programs and Opioid Overdose Prevention Programs.</li><li>• Provide mentorship to team members in designing solutions specifically for client needs, creating a SWOT analysis for each client; delegated tasks to team members and guided processes to reach sales goals.</li><li>• Develop a deep understanding of client's needs to optimize their business strategies, creating streamlined programs, solutions, policies and procedures.</li></ul>  |                     |
| <b>ASSOCIATE DIRECTOR OF COMMUNITY HEALTH SOLUTIONS (10 STATES), <i>Adapt Pharma, City, State</i></b>  | <b>2016-2017</b>    |
| <ul style="list-style-type: none"><li>• Served as an internal Addictions Medications and Disease state expert, successfully managing community health programs from planning and design to execution.</li><li>• Launched newly FDA approved Narcan Nasal Spray and managed projects of strategic accounts within a 24 million territory.</li><li>• Performed intensive research to develop health education programs aimed at reducing Opioid overdose, recommended community health initiatives and best practices.</li><li>• Researched and analyzed data to identify health threats arising within appointed States to efficiently assess the community's needs.</li></ul>  |                     |



- Developed individual State and County Profiles with Key Officials/Decision Makers that influence naloxone programs; built and maintained effective relationships with stakeholders to increase opportunities.
- Discovered where Naloxone was being used on state and county level and recommended policy implications and sustainable solutions.
- Identified and leveraged all key funding channels and decision makers, including State Directors of Drug and Alcohol Programs (SAMHSA/DASA), for grant funding to pioneer health initiatives and make positive policy changes.
- Joined and leveraged relationships from the Heroin/Opioid task force committees and other grass roots Community Based Organizations to expand access to Substance Use Disorders Treatment.
- Represented the company at Legislative Meetings and Public Speaking Events/Trainings.
- Provided ongoing education of Clinical/Medical stakeholders on science of Addiction and Narcan Nasal Spray medication, including, disease of SUD, dose/concentration of NNS and Pharmacokinetic differentiation.

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#### **CLINICAL LIAISON II., *Indivior Pharmaceuticals, Chicago, IL***

**2007-2016**

- Delivered high quality service to recovering opioid patients; served as the liaison between hospitals and treatment centers to ensure access to treatment services for patients.
- Employed strategic sales plans using competitor intelligence; achieved sales goal and grew territory by 400% compared to competition.
- Led strategic planning to meet objectives, set quarterly performance goals and managed budget accordingly.
- Developed sound knowledge for market trends, proactively providing service to clients to meet their needs and drive business.
- Represented the company at care meetings, conferences and trade association meetings to promote product and present on national culture building programs.
- Developed and presented unsolicited quarterly Strategy and Tactical Defense Territory Plan showing sales volume, potential sales, area of proposed customer base expansion and threats.

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### **PREVIOUS EXPERIENCE**

**SERVICE COORDINATOR, *Special Care Hospital Management/New Vision Service***

**2004-2007**

**PROGRAM MANAGER/CHEMICAL DEPENDENCY COUNSELOR, *Habilitative Systems, Inc.***

**2003-2005**

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### **CERTIFICATIONS & AWARDS**

**CADC Certified Alcohol and Drug Counselor & CODP Co-Occurring Disorders Professional**  
 The State of IL House of Representatives Award for Opioid Overdose Advocacy 2016

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### **EDUCATION & INSTRUCTOR EXPERIENCE**

**MASTER'S IN HEALTH SCIENCE**  
**BACHELOR OF ARTS IN PSYCHOLOGY**

*Governors State University*

Governors State University, Adjunct Professor, MHS Program, 2013-Present

Joliet Junior College, Adjunct Professor, Criminal Justice, 2009-2010

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### **PROFESSIONAL PROJECTS**

Producer of the biannual **"Advocate for Recovery Awards"**

Interviewed by **U.S. News and World Reports**

"Taking the Opioid Crisis Personally" Article printed 5/2018

**Expert Contributor for Blackdoctor.org** for Opioid Topics

Recurring **Guest Podcaster of "The Broken Brain"** on M.A.T and Opioid Overdose

**Guest on Nationally Syndicated Radio Show "Beyond the Beltway"** on Opioid Addiction

Recurring guest on **CAN TV, Health and Wellness H30 Show** on Addiction Topics

**Co-Author** of "Stress and the Modern World" Published 2017

**Contributor to Chicago Tribune** article "Whitewashed: The African American Opioid Epidemic"

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### **PROFESSIONAL BOARDS AND ORGANIZATIONS**

President of Governors State University Addictions Studies Alumni Club (2014-Present)

Board member of Illinois Certification Board (2014-Present)

President Elect NAADAC (2007-Present)

Chair, Oak Park-River Forest Task Force (2018- Present)

Illinois Opioid Crisis Response Advisory Council (2017- Present)



# John Browne

Director of Operations

## CONTACT



469.216.9253



johnbrowne@gmail.com



www.linkedin.com/in/john-browne

## SKILLS

Multi-unit and - Store Supervision

Customer Service and Relations

Staff Supervision and Training

Sales and Profit Maximization

New Business Development

Policy Development

Inventory Management

## EDUCATION

Coursework in Business Administration  
and Management

UNIVERSITY OF TEXAS AT ARLINGTON  
Arlington, TX

## PROFESSIONAL DEVELOPMENT

Completion of 2 Dale Carnegie Courses  
Completion of Emotional Intelligence  
Workshop  
Completion of Franklin Covey Workshop  
– The 7 Habits for Managers

## QUALIFICATIONS PROFILE

A proactive and success-driven Director with over 20 years of experience in delivering great food and service, while creating memorable hospitality experiences for team members and guest alike. Offering strong background in all facets of operations management as well as program development and implementation. Outstanding track record of success as evidenced by consistent attainment of client membership increase, store expansion, and cost reduction and savings. Proven ability to develop strategic business plans, implement cost-effective initiatives, and improve processes to drive companies toward significant growth and advancement. Effective at providing high-value services and positive experiences to ensure optimum customer and team member satisfaction level.

## PROFESSIONAL EXPERIENCE

UNCLE JULIO'S CORPORATION, VARIOUS LOCATIONS

**Director of Operations, Illinois Region**

Jun 2015–Present

- Spearheaded the growth and operations of nine Uncle Julio's restaurants, taking the Illinois Region from only three stores to nine—making the Illinois region the largest in the company
- Oversee stores in remote markets located at Brentwood, Tennessee and Boca Raton, Florida
- Pioneer the employee sick leave policy, food safety and guest sickness protocols while working with the Culinary Team
- Coordinate and chair facilities meetings and tours at all Illinois store openings for the Facilities Team
- Strategically develop new and updated checklists for both culinary and hospitality managers

### Career Highlights:

- ✓ Expanded the Illinois Region from three stores to nine which generated 300% increase in revenue within a span of three years
- ✓ Made it possible for all IL region stores to consistently achieve and exceed food safety standards. All stores internal food safety audits scores were the highest out of 32 stores nationwide through the fourth quarter of 2018. The National Sanitation Foundation was used as the companies 3<sup>rd</sup> party auditor.
- ✓ Utilized RAIL device to collect guest feedback at the end of their experience; wherein the results were fed into reporting, while adopting the reporting data/KPIs to improve performance, which increased the guest experience and team member recognition and development.
- ✓ Performed testing and execution of the following with outstanding results:
  - Table side guacamole processes which eventually turned into top-selling and traffic driving item, along with the Culinary Team;
  - Menu simplification program that minimized food cost by 1 to 2% in Illinois Region;
  - Declared tips process which protected the company from liability on servers accusing managers of editing their declared tips and clock out times. In addition, this eliminated labor waste being accrued inaccurately by paying server tips to minimum wage and saving approximately \$75K within the first year

- ✓ Spearheaded the creation, testing, and implementation of the following with significant results:
  - New manager scheduling guidelines which improved quality of life for managers, store-level execution, and manager and team member development;
  - New server-side work program which reduced server labor, improved server retention, and generated savings by \$500K annually
  - New shift meal program that optimized sanitation and food safety while lowering food cost that saved the company by \$750K within the first year
- ✓ Drove manager training and awareness of facility maintenance in collaboration with facilities director, thus recognizing the handled region with the lowest repairs and maintenance (R&M) costs in the company
- ✓ Eliminated or increased all spec items purchased in collaboration with the Purchasing Team to reduce cost and improve efficiency, including changing apron and linen from white to black, which saved \$400K in linen cost compared to prior year
- ✓ Reduced food cost by 3%, bar cost by 4%, labor cost by 2.8% in the IL region.
- ✓ Served as host of the company-wide contests to drive loyalty program, thereby generating an additional 223,000 loyalty members in 2016 and 120,000 loyalty members in 2017.
- ✓ Minimized the number of hours for scheduled manager by 7 to 10 hours per week and improved manager support on high volume shifts, which improved both guest and manager experience through new money management program
- ✓ Conceptualized design and strengthened director follow program for mid-level and senior-level managers with anticipated promotion to general manager position preparing them for the next phase in their careers.
- ✓ Enhanced and implemented daily planning and communication processes company-wide.
- ✓ Conduct evaluation and documentation of the process for the first employee and guest shared restroom in the company, which became an amendment to the policy manual which allowed the company to reduce the amount of square-footage needed to open a new location.
- ✓ Earned the highest per person average for check compared to all other markets.

#### **General Manager, Skokie, IL**

Jul 2014–Jun 2015

- Spearheaded facilitation, formulation, and review of NRO practices used in the Skokie opening.
- Partnered closely with cross-functional teams to document practices and developed NRO teams, in charge of facilitating store opening while creating training, binders, and materials for future NRO use.

#### **Career Highlights:**

- ✓ Earned selection to handle the 22nd store opening, which was a test store for the company brand refinement; wherein 98% of the work, including changing operational procedures, facility and menus in this store was implemented to other stores, thus creating a more hospitality-driven culture.
- ✓ Secured the highest Fresh Margarita sales by 4.7% versus the company average of 2.3%, and table-side guacamole sales by 8.9 sold per 100 guests or 8.9%; wherein the company average was 4.7 per 100 or 4.7%.
- ✓ Hosted the First GM Conference held in test store to share the brand refinement with company leadership.

#### **General Manager, Reston, VA**

Jul 2013–Jun 2014

- Oversaw, directed, and managed all work activities of the restaurant to ensure great guest service, excellent quality standards to improve sales growth and overall employee satisfaction
- Managed P&L to maintain and improve cost control

#### **Career Highlights:**

- ✓ Gained selection to open and handle the store in Skokie, IL after relocation
- ✓ Garnered the following labor spend reductions, which led to fully staffed store and improvement of all prime costs or bottom-line profitability in less than one year:
  - \$15,000 with increased sales/traffic in the first month
  - \$25,000 with increased sales/traffic in the second month
  - \$30,000 with increased sales/traffic in the third month

#### **General Manager, Boca Raton, FL**

Sep 2011–Jul 2013

- Worked collaboratively with the following entities to pioneer key initiatives:
  - Vice president of operations and directors of operations to implement labor model and practices throughout the company; and
  - Culinary directors to develop kitchen manager training program and manuals

#### **Career Highlights:**

- ✓ Gained recognition for earning the most profitable Cinco de Mayo in the first year as general manager, resulting in an opportunity to work with other general managers to train and develop them to enhance their planning and execution skills
- ✓ Increased store efficiency and reduced labor cost by improving the labor model
- ✓ Earned Julio's Cup Award in fiscal year 2011 to 2012 for excellent performance based on guest satisfaction scores, PPA, traffic driving items sold, and labor efficiency
- ✓ Established strong reputation by holding a company record of longest streak of zero overtime hours in a store for nine consecutive months
- ✓ Received distinction for being featured in newspaper and magazine articles

#### **Assistant General Manager, Boca Raton, FL**

Mar 2009–Sep 2011

- Fulfilled all tasks of the general manager which involved preparing for the opening of the store located Boca Raton, Florida

#### **Career Highlights:**

- ✓ Played a key role in setting the highest opening week sales record
- ✓ Received promotion to general manager for demonstrating outstanding performance

#### **Earlier Positions Held:**

#### **Assistant General Manager, Fairfax, VA**

Dec 2006–Mar 2009

#### **Operations Manager, MD, TX, and VA Locations**

Sep 2004–Dec 2006

#### **LONE STAR PARK, GRAND PRAIRIE, TX**

#### **Liquor Manager, Grand Prairie, TX**

Jan 2001–Sep 2004



# LAKRISHA S. DAVIS

Silver Spring, MD 20902 | 555-555-5555 | lakrishadavis.com

Director ~ Senior Analyst ~ Advisor/ Consultant

Financial Fraud Investigations ~ Litigation Support ~ Legal Writing & Analysis

Certified Anti-Money Laundering Specialist offering over 15 years of commendable experience and in-depth exposure to entire spectrum of activities involved in Legal Matters. Demonstrate expertise in evaluation design, management policy and policy research, program development, and strategic management concepts. Possess skills in interpretation of statutes, Legal research based on facts & enactments, and document use. Showcase in-depth understanding of Federal regulations and laws relevant to policies in regard to privacy, civil rights/liberties, and other compliance issues.

## Core Competencies

Legal Analysis & Research | Team & Project Leadership | Legislation Drafting & Research | Policy Development & Implementation | Financial Fraud Investigations | Litigation Support | E-Discovery | Legal Writing & Analysis | Public Speaking | Problem Solving | Negotiation Strategies | Project Management | Relativity & Palantir

## Key Highlights

**Policy Development:** Assisted policy-making bodies in informing, advancing and supporting alignment of policy positions by channeling research and analysis of emerging policy issues.

**Strategic Analysis:** Successfully investigated and analyzed financial products for money laundering, counter-terrorist crimes, securities, insurance, bank, mortgage fraud, risk assessment, regulatory violations, and compliance deficiencies.

**Strategic change:** Advised on strategic change, policy, and reform; resulted in a positive impact on the government, businesses, and individuals.

**Drafting policy:** Successfully drafted, supported and negotiated corporate and governmental policies.

**Technical abilities:** Westlaw, Lexis, Pacer, MS Office

## Professional Experience

CACI INT'L, WASHINGTON, DC | Nov 2011 – Jul 2018

40hrs/ week

### Contractor-US DOJ-Civil Division

Directed multi-district litigation team involved in monitoring and analyzing related cases across the country; developed additional legal strategies for case against S&P. Facilitated evaluation of impact and effectiveness of programs and policies throughout District government. Directed team of analyst in investigation of securities and financial products offered by brokers/dealers, insurance companies.

- Fostered SEC regulations and provided analysis to structured financial products rated by Standard & Poor's (S&P) and Moody's rating services; utilized findings in overall case strategy that led to settlement.
- Served an integral role in managing database of secured financial transactions; analyzed deals for violations under relevant statutes and regulations.
- Actively involved in using relativity and Palantir daily to search, review and analyze during discovery.
- Channeled meetings, assigned financial products to analyze, reviewed findings and presented violations to the Department of Justice for criminal prosecution.
- Administered publication of rules, regulations and administrative issuances; researched regulatory laws and prepared reports based upon findings.
- Fostered regulatory compliance reviews based on laws of SEC, FINRA, CFTC, NASD, FIRREA, CFTC, NASD, FCPA, BSA/AML, and other regulatory agencies.
- Played essential role in handling ongoing investigations under review by the DOJ by using GAAP accounting Principles. Analyzed Residential Mortgage-Backed Security contracts and other financial documents.

- Formulated legal documents and memorandums for discovery in multi-district and international jurisdictions.

## **FRIENDS OF RON FRANKS, Silver Spring, MD | Dec 2017 – Jun 2018**

### **Candidate- Maryland House of Delegates 18th District**

Directed entire campaign and staff related to matters ranging from messaging to execution of GOTV efforts. Demonstrated support for progressive policies in Maryland by facilitating the development of a network of local and statewide activists and stakeholders.

- Served as the candidate and principle; endorsements and distinctions handled: Run for Something, Progressive Change Campaign Committee (PCCC), Moms Demand Action and NARAL.

## **RIVERO MESTRE LLP, Coral Gables, FL | Sep 2010 – Feb 2011**

**40hrs/ week**

### **Contract Attorney**

Assisted and provided day-to-day legal support and legal advice to internal business partners on relevant business & legal matters. Reviewed broad range of contracts for internal business partners and assisted in negotiation of contractual issues pursuant to company policy.

- Channeled legal research and analysis; defined risks and be able to communicate those risks to appropriate internal decision-makers for discussion and resolution
- Owned and led all aspects of policy-related contract functions, including contract template updates, escalations and documentation (Memo writing and drafting motions).
- Well versed with FINRA, SEC and GAAP rules and regulations in litigation resulting from a failed IPO.

## **Previous Assignment**

**Financial Industry Regulatory Authority ("FINRA"), Boca Raton, FL | Jan 2009 – Aug 2009**

**40hrs/ week - Associate- Division of Enforcement (Summer Associate)**

**Hon. Jay Cristol, United States Bankruptcy Court, Southern District of Florida, Miami, FL | Jun 2008 – Jul 2008 20hrs/ week -**

### **Summer Intern**

**Office of New York City Council Member Diana Reyna; 34th District, Brooklyn, NY | Feb 2006 – May 2007**

### **Legislative Assistant**

**Center for Employment Opportunities (CEO), Bronx, NY | Sep 2003 – Feb 2006**

**Recruitment Coordinator for Rikers Island Re-entry Work Project**

## **Education, Certification & Training**

**Juris Doctor | University of Miami School of Law, Coral Gables, FL | May 2010**

Specialization: Securities Law, Banking Law, and International Finance

**Bachelor of Arts in Psychology | University of Kansas, Lawrence, KS | May 2003**

## **Civic Organizations**

Montgomery County, MD

Vice-Chairman, Mid County Citizens Advisory Board (MCCAB)

Member, Wheaton Urban District Advisory Committee (WUDAC)





# CRYSTAL W. YOUNG, M.Ed

Telephone: 773.444.6722 Email: crystalyoung.65@gmail.com

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## EDUCATION

Loyola University-Erikson Institute (Chicago, IL) — Master of Education in Early Childhood Development

Minor: Administration and Management

2002

Loyola University of Chicago (Chicago, IL) — Bachelor of Science in Criminal Justice

Minor: Communications

1998

## ACADEMIC APPOINTMENTS

**Adjunct Professor – Early Childhood Education, Kendall College** 2009–2012

**Early Childhood Curriculum Coordinator, Carole Robertson Center for Learning** 2000–2008

**Adjunct Professor – Early Childhood Education, Richard J. Daley City College** 2004–2005

**Youth Program Development Specialist, Carole Robertson Center for Learning** 1998–2000

## LEADERSHIP EXPERIENCE

**Professional Development Advisor, Illinois Network of Childcare Resource and Referral** 2013–2017

Provided leadership and direction to early childhood professionals in the Chicagoland area in designing personalized professional development plans, as well as in defining barriers and creating plans to meet individual goals. Keenly documented and monitored early childhood professional development progress and completion of professional development goals.

## PROFESSIONAL EXPERIENCE

**Senior Director of Center-based Early Learning Programs, Carole Robertson Center for learning** 2019–Present

- Oversee 2 to 12 center-based Site Directors serving approximately 250 to 300 children daily at each site.
- Observe strict adherence to Head Start, Early Head Start, State Pre-K, NAEYC, ExceleRate, and Department of Children and Family Services (DCFS) licensing standards. Maintain all licensing and safety regulations, which involved Department of Public Health and other related bodies.
- Facilitate monthly classroom observations and assess 20% of center files for each program component with annual goal development and staff growth.
- Mentor staff in utilizing children's evaluation data in planning learning experiences for continuous quality improvement to ensure program quality and positive outcomes for children and families.
- Assume responsibility in hiring, recruiting, and enrolling parent policy council members, as well as encoding and implementing annual budgets and fee structures.
- Assist in preparing grant application and reports for Head Start, Early Head Start, and Preschool for All, and Prevention Initiative.
- Preside over monthly parent policy council meetings and maintain documentation for program governance. Apply various data methods to measure programs and managers in delivering the highest quality programming.

**Vice President – Programs, Carole Robertson Center for Learning** 2008–2018

- Spearheaded direct service programs in accordance with licensing, program performance, and accreditation standards.

- Keenly reviewed all necessary data to coordinate program operations, budget development, professional development, and program enrollment to ensure continuous quality improvement.
- Took charge of annual audit preparation as well as visits and statistical compilations monitoring for all funders.
- Handled the submission of government contract renewals while supporting grant writing to boost revenue. Maintained participation during several state and local early childhood and school-age collaborations, advisory boards and committees and advisory boards to support the creation of a global planning for program.
- Collaborated with various universities, state agencies, and community partners in managing special initiatives. Directed all program-specific contracts covering Early Head Start, Head Start, and Preschool for All, Prevention Initiative, Early Head Start Home Visiting and Prevention Initiative Home Visiting, Community Block Grant, and various private funders supervising eight mid-level managers.
- Started at the company as a Site Director and then advanced to increased level of responsibility; successfully prioritized continuous quality improvement for all funders and licensing body, thus receiving distinction as pioneer to attain the reinvented NAEYC accreditation in this role.

### **CERTIFICATIONS**

Illinois Director Credential, Level II	2010
Administration and Management of Child Care Center Certificate	1996

### **ACTIVITIES**

Early Childhood Senior Leader, Erikson Leadership Academy	2014
Professional Development Advisor, Illinois Network of Childcare Resource and Referral	2013

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### **NATIONAL PRESENTATIONS**

**Young, C.** (2010a). *Bilingual immersion relay project: CRCL family of languages*. National Association of Education of Young Children National Conference, Anaheim, California

### **STATE, REGIONAL AND LOCAL PRESENTATIONS**

**Young, C.** (2010b). *Closing the policy-practice GAP: Opportunities for practice and research to inform policy in early language development*. Spring into Action 13th Annual Public Policy Conference, Springfield, IL.

**Young, C.** (2011). *Bilingual immersion: A systems approach to dual language programming*. 34<sup>th</sup> Annual Conference for Teachers Serving Linguistically and Culturally Diverse Students, Oakbrook, IL

**Young, C.** (2019). *Big vocabularies start with little children*. Opening Minds Conference, Chicago, IL



# ABBHEY CURRAN

MEDICAL SALES REPRESENTATIVE

A|C

(309) 525 - 5545



missiowausa2008@gmail.com



linkedin.com/in/abbeyncurran



Chicago, IL



Medical sales professional with a 3+ year track record of developing lasting working relationships and unique solutions to drive and increase sales. Well-versed in customer acquisition and account management with a strong B2B background as well as direct experience in Primary Care.

## EXPERTISE

Medical Sales

Account Management

Customer Relationship Management

Product Demonstrations

Business Development

Territory & Market Penetration

Customer Acquisition

Product Sales & Promotions

Social Media

## EDUCATION

### Bachelor of Arts

Communications

Saint Ambrose University

Davenport, IA | 2011

Dean's List

Coursework Completed

200 Clinical Hours for BSN/RN

Program

Trinity College of Nursing &

Health Sciences

2011 - 2015

## EXPERIENCE

### Post-Acute Sales Representative

Invacare Corporation | Chicago, IL Area | Dec. 2016 - Present

- Foster rapport, develop partnerships, and manage the accounts of a territory spanning 180 providers and 711 healthcare facilities.
- Exceeded sales quotas 278% by selling over \$3M in under a year to be named the #1 Post-Acute Rep for 2017 and become part of the "Over Your Quota" Club.
- Prepare price quotes, warranties, and terms of sale in collaboration with healthcare facility Administrators and Directors.
- Develop Strategic Action and Territory Plans which has resulted in meeting and exceeding sales quotas 10 months out of the year.
- Conduct product demonstrations designed to promote, sell, and secure orders from providers.
- Track, manages, and assumes financial responsibility for medical product inventory.

### Territory Sales Representative

Landmark Diagnostics LLC | Northern Illinois | Dec. 2015 - Dec. 2016

- Generated \$15k in sales and closed 4 new accounts within the first 3 months on the job.
- Maintained up-to-date product knowledge to conduct demonstrations as well as promote products and services.
- Built key relationship and developed rapport with Healthcare Professionals within the territory to maximize growth with current customer and identify new potential customers.

### Spa Coordinator

Soderstrom Skin Institute | Peoria, IL | Aug. 2010 - Oct. 2011

- Scheduled and confirmed cosmetic plastic surgery patient diagnostic appointments, surgeries, and medical consultations.
- Compiled medical records and reports for patients of the luxury "med spa" seeking treatment for conditions such as acne, psoriasis, moles, skin cancer, and more.
- Coordinated hospital admissions and completion of insurance form for patients.

## ADDITIONAL EXPERIENCE

### Marketing

Easter Seals | Peoria, IL Area | 2011 - 2012

- Leveraged rapport with business partners to sell and promote business development services through regional workshops.
- Implemented customized solutions based on the needs of the business partners.
- Targeted new potential partners to establish relationships, provide quotes, and propose services.

### Founder

"Miss You Can Do It" Non-Profit Organization | Nov. 2004 - Present

- Create marketing materials and manage all social media marketing for the organization.
- Perform as an Executive Officer by hosting executive board meetings and composing all business correspondence.
- Manage the organization's financial accounting, travel, and logistics.
- Serve as a National Keynote Speaker providing encouragement to overcome

