

PROFESSIONAL SUMMARY

Mission driven leader with a demonstrated history of success in both for-profit and not-for-profit industries. Proven track record of recruiting and developing senior leaders. Experienced in developing organizational mission, vision, and values and inculcating those throughout an enterprise. Skilled in strategic and operational planning, budgeting and financial strategy, workforce development, federal contracting, business development, sales/fundraising, organizational development, employee relations, and resource management.

PROFESSIONAL EXPERIENCE

Greater Purpose Solutions, Washington, DC www.greaterpurposesolutions.com 2021-present
Chief Executive Officer

Greater Purpose Solutions offers interim leadership and operational consulting to non-profit organizations.

Goodwill of Greater Washington, Washington, DC www.dcgoodwill.org 2004 – 2021
Chief Operating Officer

Goodwill of Greater Washington (GGW) is a 501c3 provider of job training and placement services to persons with disadvantages and disabilities. GGW delivered annual revenue of \$63 million and employed over 1000 associates.

- Helped engineer a complete transformation of the agency from one on the brink of bankruptcy and barely delivering services to one with a strong financial position serving thousands annually.
- Revamped and re-branded agency mission, vision, and values statements and led the development and implementation of the agency's strategic plan resulting in an increase in persons served from 150 to over 3000 annually and organizational revenue growth from \$15 million to \$63 million annually.
- Recruited, hired, and developed several senior leaders including VP of HR, VP of Donated Goods Retail Operations, VP of Contract Operations, Director of Safety and Loss Prevention, Director of E-Commerce Operations, and Director of Associate Learning and Development.
- Created comprehensive succession plan to prepare for both short and long term replacement of organizational leadership.
- Maintained enterprise risk management plan to ensure mitigation of risk and keep the board of directors apprised.
- Attended all board meetings, participated in new board member orientation, and presented strategic, operational, and risk management plans to the board.
- Led donated goods retail operations growing from 6 stores to 20, increasing revenue from \$5 million to \$44 million and creating over 500 additional jobs. Laid the groundwork for 4 additional stores set to open in the next 24 months which will deliver an additional \$8 million in revenue and create 100 additional jobs once operational.
- Built an e-commerce business from startup to \$4 million in annual revenue and created 32 tech-oriented positions.
- Expanded warehouse and transportation operations resulting in more efficient movement, processing, and sale of goods to reduce overhead and improve operating margin.
- Created and implemented customer service, interpersonal skills, and management training programs for associates resulting in a 32% increase in positive secret shopper scores.
- Developed a grant proposal resulting in \$600 thousand in funding from Capital One for store and e-commerce expansion.
- Managed federal contracts under AbilityOne, a federal set aside program for agencies serving persons with disabilities, consistently adding new contracts and growing existing business to create more job opportunities (e.g., new custodial contracts include the Senate Office Buildings and the US Geological Survey delivering a combined \$3.5 million annually and creating 90 new positions for individuals with disabilities).
- Led compliance programs involving AbilityOne contracts, Affirmative Action Plans, ERISA retirement plans, Health and Welfare Trust plans, and OSHA regulations resulting in clean audits and no adverse actions.
- Supervised safety and loss prevention department and implemented several new safety protocols resulting in a 42% drop in workers compensation mod rate and reductions in insurance costs.
- Participated in the launch of the Goodwill Excel Charter Public School, a high school delivering a true high school diploma (not a GED) and job training to adults who were previously unable to graduate. To date over 250 individuals have received a high school diploma. 98% of them also received recognized industry credentials and 72% went on to

college or were employed in the six months following graduation.

- Developed coaching and crisis support program for GGW associates focused on helping them overcome obstacles to employment and added numerous employee benefits including Employee Assistance, Tuition Reimbursement, Tenure Rewards, and enhanced Health and PTO programs. This helped increase internal promotions from 25% to 51% and increase annual retention from 59% to 73%.
- Developed and implemented strategies to prevent employment law issues and mitigate employee lawsuits including employee satisfaction surveys, employee relations protocols, new employee handbooks, policies, and procedures resulting in no negative outcomes in employee relations litigation in the past 12 years.
- Achieved CARF (Center for Accreditation of Rehabilitation Facilities) certification every three years since 2008.
- Met with members of Congress to advocate on behalf of persons with disabilities and established relationships with lawmakers to advise on disability issues.
- Career Growth:
 - Director, Contract Development: 2004 – 2006
 - Vice President, Human Resources: 2006 – 2009
 - Executive Vice President, Corporate Compliance Officer: 2009 – 2011
 - Chief Operating Officer: 2011 - 2021

Best Kept Buildings, Washington, DC

2004 – 2021

President

Best Kept Building (BKB) is a wholly owned for-profit subsidiary of Goodwill of Greater Washington which services commercial janitorial contracts.

- Re-launched the business in 2004 and served as President during full tenure with Goodwill of Greater Washington.
- Developed new board of directors, marketing plan, and organizational structure.

Clear Channel Communications

1995 – 2003

VP, General Manager

Clear Channel was the world's largest radio broadcasting conglomerate. Began working for Chancellor Broadcasting in 1995 which was purchased by Clear Channel in 2000.

- Had full P&L responsibility for multiple radio stations.
- Managed programming, marketing, sales, and support.
- Created strategic and operational plans.
- Received Marconi Award for best oldies station in the nation in '95, '97 and '99.
- Consistently exceeded sales and profit goals.
- Negotiated union contracts with American Federation of Television and Radio Announcers union.
- Successfully relocated broadcast facility to new location.
- Career Growth:
 - VP, General Manager, WWSW AM/FM and WJJJ FM, Pittsburgh, PA: 1995 – 1999
 - National Sales Manager, WJMO FM, Washington, DC: 1999 – 2001
 - General Sales Manager, WIHT FM, Washington, DC: 2001 – 2001
 - Director of Sales, WBIG and WASH FM, Washington, DC: 2001 – 2003

Group W Broadcasting

1986-1995

General Sales Manager

Group W was the broadcast division of Westinghouse Inc.

- Sold advertising time and managed accounts at major advertising agencies.
- Directed sales teams and strategy.
- Recruited, trained, and developed sales associates.
- Career Growth:
 - Account Executive, WINS AM, New York, NY 1986-1989
 - Local Sales Manager, KYW AM, Philadelphia, PA 1989-1991
 - General Sales Manager, KDKA AM, Pittsburgh, PA 1991-1995

BOARD LEADERSHIP

Free Minds Book Club and Writing Workshop	2019 – Present
<ul style="list-style-type: none">▪ Racial Equity Committee▪ Chair-Finance Committee▪ Compliance Officer▪ Strategic Planning Committee	
Council for Court Excellence	2012 – 2018
<ul style="list-style-type: none">▪ Re-Entry Task Force▪ Strategic Planning Committee	

EDUCATION

Master of Business Administration

University of Phoenix, Phoenix, AZ

Bachelor of Arts, Business Administration

Muhlenberg College, Allentown, PA

CERTIFICATIONS and LEADERSHIP TRAINING

Transformational Leadership Institute - Executive Leadership Program	2021
Leadership Greater Washington - Anti-Racist Leadership	2021
Goodwill International - Financial Management for Senior Leaders	2017
Leadership Greater Washington - Senior Leader Program	2014
Source America University - AbilityOne Program Management	2010
Goodwill International - Executive Development Program	2009
Human Resource Certification Institute - Professional in HR Certificate	2007
The Art of Pastoral Care - Pastoral Caregiver Certification	2003
Creative Problem Solving - Master Facilitator	1999
The Wharton School, University of Pennsylvania - Sales Management	1990