
TRANSFORMATIONAL LEADER

PERFORMANCE TURNAROUND AND ACCELERATION – Provides vision and innovative strategy as well as facilitates organizational change, process redesign, and best practices to expedite fast growth and turnaround situations. Creator of an innovative performance management system with relentless focus and discipline on results resulting in tangible success and incredibly fast turnaround.

ORGANIZATIONAL LEADERSHIP – Combines skills at the strategic, operational, and technical levels to identify business needs and deliver improved processes, industry-leading growth in sales, and bench development and improvement. Expert knowledge of scheduling to traffic patterns and improvement of labor efficiency.

HIGH PERFORMANCE TEAM LEADERSHIP – Extensive experience managing large teams in an ever-changing environment with a high level of tangible success. Background includes complex solution sales experience both through direct and indirect channels. Effectively recruits, hires, trains, manages, retains and motivates high performance teams to meet business and financial objectives; establishes goals and monitors performance to ensure continued success.

Areas of Expertise:

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| > Quick Turnarounds | > Standardized Testing: GRE, SAT, ACT, SSAT |
| > Education | > Customer Relations |
| > Education Planning: How to Successfully Apply | > P&L Management |
| > Customer Experience | > Retail & Technology expertise |
| > Sales & Marketing | > Small Business |
| > Scheduling Optimization | > Problem Solving/Trouble Shooting |
| > Financial, sales and operations metrics | > Loss Prevention |
| > Consumer Finance | > Recruitment, Training & Development |
| > Effective and results-proven change agent | > Expert Technical Writer |
| > New Device Launches, Fiber and Satellite TV | > Public Speaking |
| > Business to Business | |

PROFESSIONAL EXPERIENCE

Grammaticos

2016 -

PRINCIPAL

Grammaticos is a successful education consulting business providing sustainable academic solutions to learning and standardized testing. A strong track record in standardized testing scores through an innovative curriculum aimed at adequately training test takers how to create robust foundations.

- Specialties includes: GRE, GMAT, SAT, ACT, and SSAT

- Support hundreds of high school, university and graduate students with their educational needs.
- Accommodate a plethora of educational needs extending beyond standardized testing and including:
 - Foreign Language instruction: Latin, Greek, Chinese, Italian, French, Spanish, and German
 - Advanced Writing, Fiction and non-Fiction writing
 - Philosophy and the Humanities
 - Public Speaking and Debate
 - Interview prep
 - Intensive *Vocabulary Expansion* course

Goeasy Ltd.

2015 - 2016

DIVISIONAL VICE PRESIDENT, CANADA WEST, GOEASY LTD.

Responsible for the entire territories of Alberta and British Columbia for Easyfinancial of goeasy Ltd. Easyfinancial is Canada's largest sub-prime consumer finance company.

Responsible for over 60 offices, 5 Regionals, over 60 managers, and close to 300 staff.

In charge of a Loan Book of 80 million.

- Transformed results for Easyfinancial in just one quarter. Prior to my taking control of the business as DVP of Canada West, the division was third - last place - in the country.
- At the conclusion of the Golden Quarter, the Division was up 70% Year over Year (YoY), compared to the other two Divisions being respectively: flat YoY and -4% YoY.
- Under my leadership, the Division has the biggest Sales gain in history: 70% YoY.
- Transformed the division's performance in the second most important metric in the organization: Collections.
- The Division had little to no exposure to and experience with such practices as initiating Legal Activity, Road Calls, and elaborate tracking of Right Party Contacts.
- The Division improved 35% Year over Year in Collections after the team learned how to improve on Right Party Contacts.
- Transformed the Division's experience with all ancillary sales by bringing the team to the # 1 spot in the country after the West's historically sluggish numbers since the start of Easyfinancial in 2010.
- Talent upgrade: Successfully hired new talent in Q3 and Q4 in an effort to solidify and render the bench robust for 2016.

THE SOURCE (Bell) Electronics

2010 – 2015

REGIONAL DIRECTOR, SALES AND OPERATIONS (2010 – 2014)

Reported to SVP of Sales & Operations. Managed 186 stores across Ontario and led a team of 11 District Sales Managers, 185 managers, and 1200 staff. Revenue of over \$210 Million which was 45% of national business.

- Created operating performance management system based on statistical modeling which achieved best producer in Canada every month while hitting and surpassing monthly targets and landing between 130% and 140% to quota.
- A change agent who turned things around in the biggest business of the company in a mere 19 days.
- Top producer for the company and the main contributor of productivity for the company.
- Achieved aggressive expansion including tens of new store builds and renovations.
- Created and improved customer experience in store which doubled sales year over year in Subscriber Services and generated an increase in profit of 40%.
- Recruited, hired and coached staff of approximately 1200 year round that expanded to 1600 in Q4/2013.

OHIO STATE UNIVERSITY, Columbus, Ohio

2006 – 2010

ASSISTANT PROFESSOR & GENERAL MANAGER OF THE GERMAN HOUSE

- Professor of Technical Writing, Medieval & Modernist Literature, and Cultural Communication.
- Managing director of the on-campus German House language program.
- Trainer of new staff of applications of new technology to teaching and researching.
- Developer of new cross-cultural curricula and syllabi.
- Recruiter of the undergraduate and graduate program.
- Drove enrollment numbers in the graduate and undergraduate curriculum of the Department of Germanic Languages and Literatures.
- Oversaw the pedagogy training of new graduate assistants of the Graduate Program.
- Designed the platform for seeking university funding for annual graduate student conferences.

EDUCATION

PhD, Philosophy and Theory - University of Utah, 2006

M.A., Linguistics – Brigham Young University, 2001

B.A., Linguistics – Brigham Young University, 1999

LANGUAGES

English, German, Italian, Spanish, French, Latin, and Hebrew