

Summary of Qualifications

Master of Business Administration, CCR, with 25 years of progressive leadership experience in college bookstore management. 25 years of broad and deep knowledge and experience in higher education within various academic organizations including a university, private college, community colleges, and private organizations in 3 states. Extensive experience in business management, budget control, and designing and implementing facility construction projects. Extensive success implementing and using technology to meet student interests and needs. Considerable experience working with student affairs, student activities, event planning, student leaders, committees, faculty, staff, administrators, community leaders, and businesspeople within the community.

Turnaround specialist nationally recognized by many publications and companies for creative development of new online and on-campus revenue generating approaches. Consistently managed the financial performance of all college stores to rank in the top 1% to 25% for financial success by size. Transformational leadership style that improves organizational performance and success, utilizing individual team member empowerment and collaborative team building skills, while working with diverse populations of students, faculty, staff, administration, and community members. A change agent with unique skill sets that combine strategic and innovative thinking, problem-solving, and analytical skills. Ability to see and address emerging trends, and to create the changes that are needed.

Experience

Director of Retail Operations Three Rivers College, Poplar Bluff, Missouri 2010 to Present

Manage a complex auxiliary service operation which includes a bookstore, food service operations, vending, 3 external bookstore locations, 30 dual credit high school locations, and online sales. Created one of the most financially successful bookstores in the nation as a percentage of sales while at the same time maintaining one of the lowest textbook acquisition costs for students through textbook rental. Implemented a \$45 per book rental fee system which included 10,000 rental books. Working with Redshelf to deliver digital inclusive Day One Access to students at registration. Created and implemented a Meal Plan Card and an Athlete Meal Plan Card working with eCard Systems to deliver scholarship meals to athletes, valid at 25 on- and off-campus locations including grocery stores, gas stations, and restaurants, and 25 more locations integrated with the carGO Carryout App for restaurant food delivered to homes. Designed and implemented a new main college bookstore location. Implemented a new point of sale system. Perfect audits and inventory count the last 5 years. Developed and maintained strong internal control policies and procedures. From start to finish, working with Showbest Fixtures, I designed all aspects of the renovation of The College Store in 2014.

Bookstore Manager Middlebury College, Middlebury, Vermont 2007 – 2009

Nationally recognized by Forbes Magazine, Campus Technology Magazine, The Magazine of Online Media Marketing & Advertising, National Association of College Stores, Facebook Brand Marketing, Apple Computers, and others for my creative development of new online and on-campus revenue generating approaches. Established a leading college bookstore on the Facebook network. Managed three campus locations and a technology center. Designed and implemented a new Middlebury College Bookstore website. Substantially increased revenue for the College through partnerships with outside vendors. Created a very successful gift card and rewards program. Designed and was responsible for a complete renovation of the Bookstore. Supported sustainability practices through a carbon offsets program that helped build wind turbines in Vermont. Persuaded Apple Computers to allow us to set up an Apple Authorized Campus Store in the Bookstore. Developed cutting edge methods to successfully connect with students, faculty and staff. From start to finish, working with Showbest Fixtures, I designed all aspects of the renovation of the new Middlebury College Store in 2008 & 2009. Showbest featured the design in the July/August 2009 issue of College Store Magazine page 35.

Bookstore Manager Southern Illinois University, Carbondale, Illinois 2003 to 2005

Successfully utilized turnaround management abilities to transform a large university bookstore on a campus of 20,000+ students. Increased sales by more than 10% the first year, changing a highly unprofitable store into a profitable one. Frequently made presentations to groups of 200+ new students on the benefits of using our textbook reservation system; reservations increased by 34% over the previous year, increasing to 3000 reserves in a system. Managed a staff of 60 people, which included 8 managers. Established a bookstore advisory committee. Facilitated improvements to our ecommerce websites. Negotiated University contracts and improved vendor relationships. Changed the layout of the bookstore to improve traffic flow and sales. Managed busy rush periods to vastly reduce student wait time.

Bookstore Manager Southeastern Illinois College, Harrisburg, Illinois 1998 to 2003

Completely restructured college bookstore operations at a community college adding \$500,000+ in new net educational revenues over five years, while helping to facilitate the educational mission. Implemented new technology system to more effectively manage procurement of supplies and process sales. Improved operational effectiveness by improving policies related to pricing, margins, return deadlines, buybacks, purchasing, accounts payable, and hiring. Within two years sales increased by 40% and profit more than doubled.

Department Manager 710 Bookstore, Carbondale, Illinois 1979 to 1986

Actively involved in the purchase and receipt of supplies, including textbooks, school supplies, trade books, and various other supplies. Participated in textbook buyback. Actively involved in merchandising, marketing, inventory control, personnel management and public relations.

Education / Certificates / Awards

2016 Master Planner Designation, Demonstration of Exemplary Planning and Assessment

2014 Ace Award Winner, Top Professional Staff Member of the Year, Three Rivers College

2013 CCR, Certified Collegiate Retailer, National Association of College Stores.

1987 MBA, Master of Business Administration, Southern Illinois University, Carbondale, Illinois.

1981 B.A., Bachelor of Arts in Philosophy, Southern Illinois University, Carbondale, Illinois.