



PROFESSIONAL SUMMARY

Operations and business management professional with experience leading teams, coordinating daily operations, improving customer service, and maintaining accountability in fast-paced environments. U.S. Army veteran with a strong foundation in leadership, training, safety, communication, and practical problem-solving.

CORE SKILLS

- Operations Management
- Scheduling & Logistics
- Process Improvement
- Safety & Compliance
- Team Leadership
- Fleet / Asset Management
- Business Communication
- Problem-Solving
- Staff Training & Supervision
- Customer Service
- Conflict Resolution
- Military Leadership

PROFESSIONAL EXPERIENCE

Business Operations & Growth Strategy Intern | Carefree Boat Club San Diego

Summer 2026

San Diego, CA

- Analyze marina operations, reservation flow, vessel readiness, and member service processes to identify opportunities for improved efficiency and consistency.
- Support project-based business improvements focused on operational workflow, customer experience, staff communication, and growth strategy.
- Apply business coursework in management, marketing, communication, and problem-solving to real operational challenges in a professional setting.

Director of Operations | Carefree Boat Club of Southern California

2022 - 2026

San Diego, CA

- Directed daily operations across multiple harbor locations, coordinating staff, reservations, vessel readiness, member service, and safety standards.
- Managed operational readiness for 15+ vessels through inspections, maintenance coordination, damage documentation, and member communication.
- Standardized opening procedures, reservation preparation, issue resolution, equipment accountability, and staff-to-member communication.

Director of Operations | Freedom Boat Club

2020 - 2022

San Francisco Bay, CA

- Oversaw club operations, staff coordination, customer onboarding, vessel readiness, and daily dock procedures in a high-demand boating market.
- Supported member training, safety inspections, reservation flow, scheduling, logistics, and service quality to maintain a professional customer experience.

Infantry Team Leader (11B) | United States Army

2007 - 2013

U.S. Army

- Led soldiers in training and operational environments while maintaining accountability, discipline, equipment readiness, and mission focus.
- Trained team members in first aid, field operations, safety procedures, communication, leadership responsibilities, and performance standards.

SELECTED LEADERSHIP IMPACT

Operational Readiness

Kept teams focused on preparation, safety, member service, and consistent daily execution.

Process Improvement

Built clearer workflows for checkouts, checklists, issue tracking, and staff communication.

Professional Presence

Brings military discipline, business communication, and creative problem-solving to team environments.

EDUCATION & TRAINING

Point Loma Nazarene University

Bachelor's Degree in Business Management
Status: In Progress | Expected 2026
Relevant Coursework: Business Communication, Management, Marketing, Legal Environment of Business

Certifications & Military Training

Combat Life Saver | First Aid
Military Leadership | Team Leader Training
Photography/Videography Certification, 2020
Army Commendation Medals