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\$3.6M

Digital Transformation Project

OVERSIGHT



210%

Annual Sales Growth

ACHIEVEMENT



30%

OPEX Reduction

LEAN STRATEGY



1K+

Public Speaking Audience

ENGAGEMENT

Leadership Experience

Chief of Staff

Elevance Health (2025-2026)

Medicaid & Medicare Encounters

- Monthly Operational Review & Town Hall Facilitation
- Dashboard Design & Goal Tracking (RAG)
- Associate Mentorships (Talent Development)
- Internal Newsletters & Communications



TEAM SIZE: 80+



**DIRECT REPORT:
STAFF VICE PRESIDENT**

Senior Business Change Manager

Elevance Health (2023-2024)

Government Claims Payment Operations

- Monthly COO Governance Reporting (Compliance, Performance)
- Enterprise Strategy Implementation & Controls (3-year digitization initiative)
- Quarterly Business Reviews (QBR)



TEAM SIZE: 1,700+



**DIRECT REPORT:
VICE PRESIDENT**

Operations Director

North East Chocolates (2012-2023)

Consumer Packaged Goods (CPG Retail)

- Customer Satisfaction & Quality Assurance
- Procurement & Vendor Management
- SOP Development & Enforcement
- Community Engagement & Promotional Events (Tourism)



TEAM SIZE: 4-10



**4.8 GOOGLE RATING
100% FACEBOOK RATING**

Marketing & Administration

ChristianaCare Union Hospital (2005-2012)

Radiology / Orthopedics / Bariatric Surgery

- Patient Liaison & Pipeline Tracking
- Provider & Surgeon Relations
- Monthly CFO Budget Reporting
- Insurance Authorizations
- Marketing Presentations & Expos



TEAM SIZE: 4-25



**DIRECT REPORT:
EXECUTIVE DIRECTOR**

Tools & Platforms

- Analytics: Excel, Tableau
- AI & Design: Canva, ChatGPT
- Communication: PowerPoint, Word, Outlook,
- Collaboration: Teams, Slack

Recognitions

- Chamber Hall of Fame (2018)
- Countywide Tourism Person of the Year (2018)
- Chamber Business Person of the Year (2015, 2016, 2017)

Community

- Library Foundation Board
- Economic Development Panels
- County Tourism Board
- County & City Chamber of Commerce Boards



B.S. Business Administration | Marketing Management

2010 Goldey-Beacom College (3.97 GPA)



St. Johns County, FL



40% Travel Capability