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EDUCATION

Ph.D. Business Administration
Concentration: Supply Chain Management
Harbert College of Business
Auburn University
Auburn, Alabama

Masters of Business Administration
Concentration: Supply Chain
Auburn University
Auburn, Alabama

Bachelor of Science
Concentration: Supply Chain Management & Computer Information Systems (Dual degree)
Appalachian State University
Boone, North Carolina

PROFESSIONAL EXPERIENCE

Under Armour
Asheville, North Carolina
Sales Associate, July 2015 – January 2016

- Guided customers through the retail sales process while honoring Under Armour's emphasis on customer satisfaction throughout all aspects of the purchasing process. Further responsibilities include annual, weighted and spot inventories with resolution and reconciliation of any identified discrepancies.

Walt Disney World, Company
Lake Buena Vista, Florida
Operations Ride Operator December 2013 – January 2015

- Providing an extremely high degree of communication and interaction to a diverse population of Guests effectively managing their safety while providing them with the absolute best world class entertainment experience.
- Operate and oversee Big Thunder Mountain a high-speed computerized thrill ride.
- In addition to managing ride automation this position performed several additional roles including monitoring and communication of safety requirements.

ADDITIONAL SKILLS AND ADDITIONAL CONSIDERATION

Woman's Fund of the Blue Ridge

Although I do not have a wealth of industry experience while at Appalachian State University, I had the opportunity to manage a student team to implement an automation solution for the Woman's Fund of the Blue Ridge. The Woman's Fund of the Blue Ridge is a nonprofit company providing aid to women in need.

The methodology structure we followed was PMI's PMBOK. This was chosen to best support a multiple team structure with a waterfall phase mostly and diverse expertise. I adhered to the classic 5 phase structure of:

1. Initiating
2. Planning
3. Execution
4. Monitoring and Controlling
5. Closing

The **initiating phase** was largely cursory since the business need was predetermined and scope was loosely defined. The greatest activity was the determination of funding, a mainly predetermined grant amount and no labor considerations other than expertise and scheduling limitation that where further flushed out in the planning phase.

The **planning** was where my greatest learning and effort occurred. The balance of maintaining a process and methodology in a small and nimble project was challenging. It was here I learned the value of breaking down barriers to collaboration while effectively capturing needed documentation. To create a project plan, I primarily used teams instead of individual members since the groups where very fluid with members checking in and out constantly. Teams were grouped by skillsets making it clear the needed resource.

Execution phase offered few obstacles. I benefitted from a group that researched their topics well. Equipment being implemented was well understood with outstanding documentation and the Blue Ridge Woman's Fund was open to change. A few tweaks occurred but the change order process captured it and budget or downstream efforts were impacted minimally. In

fairness, if I had labor considerations these might have been larger issues, but I was provided with a deep and free pool to utilize.

The **monitoring and controlling** phase worked well. This is frankly due to following my professor's advice of really working the planning phase. Updates resided in a library structure which was one of my client deliverables. And thankfully to a well engaged client, information was disseminated timely and consistently. The largest efforts were in maintaining team readiness throughout the project since members often handed off to others in their team.

Closing was a party. Okay, that was the best part of the closing process. Having transferred critical knowledge, deliverables had all been finalized, budget was released (except for the party portion). Typically, there is a releasing of the resources this was a bit anticlimactic since resources were organized more on a team basis and rolled off throughout the project. Equipment was capitalized and appropriate warrantees and documentation transferred throughout the project instead of in a final act.

In conclusion the team delivered on its proposal of an integrated fast network ending what had been difficult and fragmented work efforts. They also had network security for the first-time insuring records are protected and secure. I am happy to report the Woman's Fund of the Blue Ridge is still using the system that our team implemented. The experience went so well that they want to continue their relationship with Appalachian State University.

On a side note, this was prior to Covid being on anyone's radar. Had this project not been undertaken and successful this year would have been crippling to them.