

Key Strengths

Realizing business goals by energizing cross-functional teams to work collaboratively
Actively engaging internal/external stakeholders – understanding and applying what they value
Leading teams to achieve specific objectives
Managing, mentoring, coaching and motivating
Strong interpersonal skills

Skills and Accomplishments

Strategy Development and Execution

- Created corporate strategies for Board of Trustees approval
- Developed business plans to realize those strategies
- Established project management parameters and metrics
- Executed plans from introduction to completion

Program and Project Management

- Managed operations for four business units with 33 employees and revenue exceeding \$700k
 - *Port City Java* coffee houses
 - *Wellspring Book and Music Store*
 - *Studio 55* – professional recording studio
- Responsible for talent management including recruiting/staffing, performance evaluation, goal setting, compensation and mentoring/coaching
- Turnaround expert: substantially improved gross margins (from 4% to 25%) by increasing efficiency and applying lean principles
- Performed a technical analytical assessment including a unique financial model, and developed a resulting business plan
- Consolidated operations from four business units down to one, including trimming staff to 15
- Responsible for planning, approvals and vendor interactions for capital projects

Marketing and Communications

- Developed marketing plans as part of a high performance team
- Led multimedia integration – successfully bringing the web and video together
- Produced copy and co-designed navigation for new websites, incorporating *Web 2.0* concepts
- Conducted feasibility study and executed e-commerce concept
- Created DVD teaching series from concept to consumer
- Wrote 2,000 word article for a magazine with circulation of 55,000
- Implemented a concept, from proposal to development, of an online product aimed at young people while securing digital distribution rights for music

Event Planning

- Planned and executed eight conferences averaging more than 3,000 attendees per conference while overseeing 25 employees and 150 volunteers in all areas from security and maintenance to registration and hospitality
 - Revenues over \$250k and costs in the range of \$50-60k
- Organized and taught international seminars training 350 leaders in Brazil, Kenya and Ukraine
- Led 14-person teams on one-month international outreaches, to Europe (France and Germany) and South America (Brazil and Uruguay), arranging finances and logistics and coordinating with local contacts

Bill Fish

A success-driven strategic planner and project/program manager

General Administrative

- Prepared correspondence containing confidential information
- Developed and managed budgets
- Acquired exceptional computer skills working in both Windows and Mac OS platforms
 - Administrative – MS Office and QuickBooks
 - Creative – Final Cut Studio (Final Cut Pro, Soundtrack Pro, Motion 3 and DVD Studio Pro), Pro-Tools and Logic

Career History

Operations/Administration Manager

Wellspring Book and Music – King of Kings Worship Center, Bernardsville, NJ
April 2007 – March 2009

Product Manager, Marketing

Toronto Airport Christian Fellowship (TACF), Toronto, Canada
September 2004 – December 2006

Author

Spread the Fire Magazine, TACF, Toronto, Canada
May 2004

Personal Assistant to Executive Director

TACF, Toronto, Canada
June 2003 – September 2004

Event Coordinator

TACF, Toronto, Canada
September 2002 – June 2003

Small Group Leader – Outreach Leader

School of Ministry, TACF, Toronto, Canada
September 2001 – August 2002

Education

Bachelor of Arts

Grove City College, Grove City, PA
Class of 2001

References

Excellent references are available upon request.