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PROFESSIONAL SUMMARY

Exceptionally talented senior living professional with extensive experience in executive leadership of communities across California, Illinois, Nebraska, Missouri, Minnesota, and Florida. Proven success in increasing overall business performance, keeping communities sustainable in a changing market, mitigating risk, and leading top sales performers during lease up. Responsible for startup and prelease of 6 Active Adult Communities between 2018 and 2021.

EXPERTISE AREAS

- Operational and financial management
- Strategic planning
- Acquisition and start-up management
- Effective leadership, communication, and interpersonal skills
- Collaborative teamwork
- Associate professional development and performance coaching
- Lead and drive company initiatives
- Risk management
- Resident, family, associate, and owner/investor satisfaction

PROFESSIONAL EXPERIENCE

ALLEGRO MANAGEMENT COMPANY, St. Louis, MO

1/17-Present

Vice President Operations and Development Liaison

- Management oversight of multiple communities across our portfolio
- Extensive experience in all levels of resident care - Independent Living, Assisted Living, Memory Care, and Active Adult
- Responsible for startup operations and onboarding new Senior Living and Active Adult communities
- Develop, train, and manage key leadership teams upon startup of new communities
- Develop annual budgets and proformas for owners

ALLEGRO AT ABACOA, Jupiter, FL Allegro Management Company, LLC 5/15-1/17

Executive Director

- Management oversight of 158 unit Independent Living, Assisted Living, and Memory Care community
- Reposition community for success
- Evaluate, develop, train, and manage key leadership teams throughout community
- Increase resident and associate satisfaction
- Implement volunteer resident program for community's long term success
- Drive sales performance and manage occupancy targets

CYPRESS COURT, Escondido, CA Kisco Senior Living, LLC 12/13-4/15
Executive Director

- Management oversight of 146 unit Assisted Living community
- Propose and drive initiative to restructure operating model
- Financial management of community's annual operating budget
- Management of community assets and strategic planning
- Develop, train and manage key leadership teams throughout community
- Lead resident and associate satisfaction survey processes
- Maintain positive, open communication with residents and families
- Develop annual marketing plan and community outreach strategies
- Drive sales performance and manage occupancy targets

THE FOUNTAINS, Melbourne, FL Kisco Senior Living, LLC 5/06-12/13
Executive Director

- Management oversight of 264 unit Independent and Assisted Living community
- Management of company's top 2 sales performers
- Develop, train and manage 130 associates
- Recognition for highest resident satisfaction company-wide
- Lead initiative to increase licensed beds from 55 to 100
- Lead initiative to add Limited Nursing Services (LNS) license toward meeting residents' needs
- Propose and drive initiatives to add resident Bistro and Coffee Shop, interior remodel, dining room expansion, replace existing HVAC system for entire physical plant
- All responsibilities listed for Cypress Court

ROSEWOOD GARDENS, Livermore, CA Kisco Senior Living, LLC 2/05-5/06
Executive Director

- Management oversight of 81 unit Assisted Living community
- Increase occupancy from 74% to 100%
- Facilitate and manage interior remodel
- All responsibilities listed for Cypress Court

THE HACIENDA, Fresno, CA Kisco Senior Living, LLC 2/03-2/05
THE WINDHAM, Fresno, CA 2/03-2/05

Executive Director

- Management oversight of 353 unit Senior Housing, Independent and Assisted Living communities
- Streamline operations toward greater efficiency
- Hire, train and develop Executive Director successors
- All responsibilities listed for Cypress Court

PARK TERRACE, Rancho Santa Margarita, CA Kisco Senior Living, LLC 2/01-2/03

Assistant Executive Director

- Management of 188 unit Independent and Assisted Living and Memory Care community
- Management of Business Office and Human Resource Departments
- Oversight of Memory Care
- Collaborate and support community startup

PROFESSIONAL CERTIFICATIONS

- Assisted Living Facility (ALF) Administrator, FL
- Residential Care Facility for Elderly (RCFE) Administrator, CA
- Sales Excellence Leadership System (SELS)

ACCOMPLISHMENTS

- Former FALA Board of Directors
- Executive Leadership Management Program, 1999
- Special appointed company committees - Point-of-Sale, community relations
- President's Award, 2001
- Going The Extra Mile Award, 2006
- Alzheimer Memory Walk
- Christmas in April
- Brevard College, Melbourne, FL, 1996 – Business Management

REFERENCES – available upon request