

CAREER PROFILE

Dynamic, results-oriented senior academic administrator with strong leadership skills, innovative mindset and a record of achieving significant results, seeking a position where my experience will result in transformational leadership and organizational success. Strategic thinker skilled at navigating complex situations, identifying opportunities for improvement and propelling change.

Additional Areas of Expertise:

- **Organizational Change Agent:** Expertise in building effective cross-functional teams, forming collaborative, inclusive partnerships and engaging key decision makers to achieve goals and overcome organization-wide challenges with timely solutions. Ability to utilize keen analysis, insight and team-centric approach to drive organizational improvements and implementation of best practices. Expertise in strategic planning, organization management, team building, and change management. Leads continual quality improvements and implements creative problem solving in all areas of oversight.
- **Excellent Communicator:** Devoted collaborator and leader with exceptional relationship management, and operational skills; adept at bringing people together, instilling shared vision, fostering collaboration and “making things happen”. Skilled at managing teams and initiatives across multiple departments and geographical locations, working respectfully in culturally diverse settings. Expertise in engaging people of influence and affluence to increase revenue, expand institutional network and visibility and establish strong professional networks comprised of major corporations, foundations, and legislators.
- **Operations Management:** Skilled in managing a diverse mix of stakeholders with multiple functional responsibilities while guiding overall business operations. Extensive financial oversight resulting in maximizing budget resources, identifying new revenue sources and maintaining strong financial health for all programs. Demonstrated ability directing planning, tracking and evaluation processes across a complex organizational model. Highly skilled using data analysis to project trends and develop strategies to achieve projected outcomes.

PROFESSIONAL EXPERIENCE

Founding Director, Center for Continuing and Professional Education, Suffolk University, Boston, MA (2021-Present)
Responsible for providing strategic leadership, management, and oversight to the Center for Continuing and Professional Education (CCPE). Represent leading to the development of new and innovative programs to meet workforce training, professional development, and personal enrichment needs of individuals and organizations in the region and beyond. Provides creative leadership and vision to the center and supports its ongoing curricular development and growth.

Assistant Dean, Summer Term & Extended Studies, Boston College, Chestnut Hill, MA (2019 – 2021)

- Provide strategic leadership to the academic portfolio in Woods College of Advancing Studies (WCAS) across the following departments; Summer Programs (undergraduate summer school and Pre College Experience), undergraduate professional education (custom, non-credit and certificate programs for professionals), and other initiatives that fit the mission and expand the reach and brand of Woods College of Advancing Studies. Responsible for building new noncredit and non-degree academic programs by collaborating internally and across campus to serve internal and external audiences. Leverage online platforms and nontraditional delivery formats to develop and offer programming for existing undergraduates, Boston College alumni, and to local and regional corporations and organizations.

Director of Boston College Summer Session, Boston College, Chestnut Hill, MA (2016 – 2019)

- Charged with strategic leadership of operational, financial, recruitment, enrollment, and marketing activities that support the Boston College Summer Session. Scope of work includes leading annual organization across 15+ academic departments to develop a schedule of over 160 undergraduate on-ground, online, and hybrid format courses delivered over a 12 week summer term. Assumed oversight of multi-million dollar Summer Session budget; faculty selection and hiring, student registration processes, room scheduling, and supervision of student advising services. Managed special course and program development, design and implementation.
- Led the execution and growth of the Boston College Experience (BCE) program for high school's students bringing 250 + high achieving high school students to campus for a six-week residential college experience. Supervision of two part-time support staff, 10+ part time BCE faculty, dotted line management of five members of operational staff and 20 temporary annual summer residential staff. Served on the Marketing and Enrollment Strategy, Data Management, and Online Education Policy committees.

Key Accomplishments:

- Exceeded undergraduate enrollment YOY numbers by 15% for summer 2017 and by 17% for summer of 2018; 40% for summer 2019.
- Exceeded BCE applications YOY by 100% and enrollments by 150% for summer 2017, 40% enrollment increase YOY for 2018 and on track for additional 40% enrollment increase for summer 2019.
- Redesigned operations for the undergraduate course-scheduling process for summer session resulting in ability to market offerings earlier and aligned with our competitor deadlines.
- Oversaw the redesign of the Summer Session and BCE website and application processing system. Collaborated with The Lynch School of Education to develop an international summer study abroad program.

Dean of the School of Continuing Studies, Dean College, Franklin, MA (2014 – 2016)

- Redesigned and implemented operational processes including establishment of comprehensive strategy to meet enrollment, revenue, and growth goals for the School of Continuing Studies (SCS) regionally, domestically and internationally. Managed marketing, admissions and recruitment, advising and retention, faculty management, new program development and design, and outreach activities. Reviewed and revised courses of study while administering state and federal regulations. Reviewed course classifications, methods of instruction and assessments. Supervised the Director of Operations and Assistant Director of Admissions and Recruitment, and a part-time marketing consultant.

Key Accomplishments:

- Exceeded summer programs and fall 2015 enrollments goals by 8% and 12% respectively and revenue targets by 17% and 12% respectively. Exceeded winter intercession 2016 program enrollments by 20% and revenue target by 21%.
 - Lead the strategic redesign of School of Continuing Studies marketing and communications activities resulting in 33% increase in lead generations and 25% increase in conversions.
 - Designed and lead execution of process, policy and design operations for the online B.S. and A.S in Business degrees, including obtaining NEASC approval.
 - Researched, developed and launched new certificate programs in Fundraising, Cybersecurity Studies and Sport Based Youth Development.
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PROFESSIONAL EXPERIENCE (CONT.)**Asst. Dean of Graduate Faculty & Academic Affairs**, Northeastern Univ.: College of Professional Studies (2011 – 2014)

- Managed strategy and operations for the Leadership portfolio of graduate programs including the MS in Leadership, MS in Project Management, MS in Communications, MS in Sports Leadership, and MS in Nonprofit Management. Developed and executed enrollment strategy, marketing and program-based business development. Supervised program personnel including 11 full-time faculty and 3 full-time professional staff.
- Oversaw budgets and instructional resources. Led the migration of on ground programs to online and corporate delivery, and established and managed linkages to other Colleges within the university. Launched foundation programs offered at the Charlotte Campus. Implemented regular review and revision of courses of study and enforced state and federal regulations; reviewed course classifications, methods of instruction and assessments.

Key Accomplishments:

- Established articulation agreements with domestic and international universities to expand online certificate offerings within graduate leadership portfolio of programs. Efforts resulted in 50% increase in enrollments for Project Management within the first year.
- Established processes, developed curriculum and taught pilot online cooperative education program.
- Championed the development of program-specific industry advisory boards to inform curriculum and support external educational partnerships to drive enrollments, resulting in redesign of the concentration curriculum for Master of Leadership in Sports Management and the developed of a Managing Technical Teams certificate within the Project Management program.

Director of Online MBA Programs, Northeastern University: D'amore-Mckim School of Business (2006 – 2011)

- Engineered the initial operations for the Online MBA program including oversight of all program administration activities, faculty and student support, and marketing and enrollment strategy. Managed multi-million-dollar budget and maintained oversight of revenue share reconciliation. Oversaw all program contracts and worked with legal counsel to ensure compliance with vendor relationships. Served as program liaison to internal and external constituents including media interviews and compiling ranking information. Supported *Executive Education* and *IFS* activities involving the online population to launch hybrid-learning programs with IBM and Raytheon.

Key Accomplishments:

- Launched three international partnerships with IBM in India, China and the Philippines resulting in total enrollments of over 100 students in the Online MBA in the first year.
- Working with several NU internal departments and led a taskforce to secure federal financial aid eligibility for online MBA students. Surpassed ten year projected enrollments and revenue in year four by 20%.
- Managed integration of technologies across multiple departments to ensure smooth delivery of online platform and student enrollment for over 80% student retention.

Manager of Graduate Recruitment, Northeastern University: D'amore-Mckim School of Business (2005 – 2006)**Manager of High Tech MBA**, Northeastern University: D'amore-Mckim School of Business (2001 – 2005)

PROFESSIONAL ASSOCIATIONS

University of Professional and Continuing Education Association (UPCEA):
Outreach, Engagement and Economic Development Subcommittee / Vice Chair for Professional Development
(2015 -2016) / Chair: Community and Economic Engagement Network (2018 – 2019)

Association of Continuing Higher Education
Secretary, Northeast Region (2016 – 2017)

Academy of Management Member
Reviewer (2021, 2022)

TEACHING EXPERIENCE

Northeastern University, Boston, MA (2008 – Present)
Instructor at D'Amore-Mckim School of Business
Subject Area: Organizational Behavior, Leadership and Teams, Strategy, Project Management, and International Business.

Instructor: College of Professional Studies
Subject Area: Research Methods, Strategic Enrollment Management, Strategic Online Management

Dissertation Chair: Graduate School of Education, Doctor of Education & Law and Policy

Georgetown University, Washington, DC (2020 – Present)
Instructor at College of Continuing and Professional Studies
Subject Area: Organizational and Administration

Boston College, Chestnut Hill, MA (2016 – Present)
Lecturer at the Woods College of Advancing Studies & Carroll School of Management
Subject Area: Organizational Behavior, Leadership and Organizational Change, Research Methods

EDUCATION

Doctor of Education in Leadership and Organizational Change, USC: Rossier School of Education, Los Angeles, CA
Dissertation focus: Implementing new technologies to support adult student persistence.

Master's Degree in Education, Northeastern University, Boston, MA

Bachelor of Arts in English, University of Massachusetts, Amherst, MA