

Entrepreneurship Educator – Business Strategist – Adjunct Instructor***Excels in Strategic Planning & Execution for Measurable Progress.***

Business Strategist and Entrepreneur applying philosophy of servant leadership in startups and turnarounds. Solid management, planning, organizing, leading, and controlling skills combined with business development and marketing. Excels in workflow management processes.

Intrapreneur providing corporate value through applying calculated risk and creating innovative ideas that accomplish growth and profit goals while producing profitable outcomes. Uses premise of servant leadership that empowers employees to attain goals in both individual and team settings.

Recognized time-over-time in providing quick and sustainable value in new industries through researching companies, including issues, creating operational plans, setting benchmarking goals, and tracking to show progress.

Core Competencies:

Supply Chain Management	Project Management	Problem-Solving	Constant Situational Managing
Strategic Sales & Marketing	Employee Developing	Creating Budgets	Negotiating Contracts & Terms
Organizing & Implementing	Change Management	Workflow Systems	Quality Improvement Processes
Strategic Planning & Execution	Operational Leadership	Relationship Building	Benchmarking Measuring Stages
Building Management Models	B2B Sales & Networking	Setting Productivity Goals	Account Management & Growth

Sample of Impressive Achievements:

- ◆ In 60 days turned around unprofitable (-\$20K/month) to profitability (+\$20K/month) by eliminating all bad deals. 2015
- ◆ Brought all past dues to current and exceeded P&L expectations in two months. 2014
- ◆ Earned high recognition from Amtrak through creating larger presence inside facility and taking over substantial market share over competitors. 2014
- ◆ Attained elite "Award of Excellence" from International Fabricare Institute CRDN, increased branding and leveraged proven value to gain multi-million dollar contracts; only facility in State of Florida to successfully reach this level. 2012
- ◆ Designed measurable workflow management system that optimized output production, reduced labor 30%, and maintenance cost 10%, while increasing productivity 15% and overall bottom-line profitability. 2010

CAREER PROGRESSION & NOTABLE CONTRIBUTIONS**CHIEF OF ENTREPRENUERIAL DEVELOPMENT – City of Jacksonville *2023 to Present**

- Appointed by the Mayor leading a team of 7 professional personnel
- Lead Business Compliance for the Jacksonville Small Emerging Business Certification Program.
- Created 3 Entrepreneurship Education and Workforce Development Centers (*Economic Development*)
- Advocate for Small Business local government policy: Local Business Participation Legislation (*Economic Development*)
- Advocate for Small Business Entrepreneurial Growth & Expansion: Public Investment Policy (*Economic Development*)

Notable Contributions

- ***Constructed and led a 1-billion-dollar small business portfolio of city-funded contracts***
- ***Increased local business certification participation by 150% in 24 months***
- ***Designed and Led a 2-million-dollar Small Business Capital Access Fund consisting of loans and grants***
- ***Honored by the State of Florida League of Cities with the Economic Advancement Award for developing an exceptional civic program serving as a model for the state.***
- ***Designed the city's first Nonprofit Certification Program through legislation***
- ***Developed the city's first Office of Small Business & Entrepreneurship (OSBE) through legislation***

ASSISTANT DIRECTOR / PTAC SPECIALIST/BUSINESS CONSULTANT – Small Business Development Center * 2020 to 2023**University of North Florida (UNF) * Jacksonville, FL**

- Provide management and technical assistance to small businesses.
- Client management via one-on-one counseling.
- Assist in preparing and presenting regularly scheduled workshops and seminars.

Notable Contributions

- *Led and mentored a team of 5 personnel responsible for 18 counties providing government contract consulting services and business consulting services in the North Florida region.*
- *Achieved over 20-million dollars in small business impact helping clients win government contracts*
- *Assisted businesses owners with Capital Access such as PPP loans and more in access of 5-million dollars*
- *Assisted hundreds of business owners with Sales Increases and Profit Management Systems*
- *Honored by the State Office with the Regional Performance Excellence of the Year Award in 2022.*

ADJUNCT PROFESSOR *2021 to Present**University of North Florida (UNF) * Jacksonville, FL**

- Adjunct Professor teaching Small Business Consulting courses to undergraduate students.
- Instructor teaching Entrepreneurship Education to business owners at the Center for Entrepreneurship and Innovation.

Notable Contributions

- *Taught the for-credit course titled "Family Business" to over 50 undergraduate students receiving high marks from students regarding the course instruction.*
- *Lectured over 100 students on the topic of "Entrepreneurship Mindset" as part of the Entrepreneurship Minor degree program.*

ADJUNCT PROFESSOR * 2020 to Present**Trinity Baptist College (TBC) * Jacksonville, FL**

- Adjunct Professor teaching Business Operations Management courses to undergraduate students.
- Adjunct Instructor teaching Business Logistics and Business Law courses to Bachelor Program students.

Notable Contributions

-Taught and Mentored over 150 undergraduate students seeking business administration degrees.

ADJUNCT INSTRUCTOR * 2019 to Present**Florida State College at Jacksonville (FSCJ) * Jacksonville, FL**

- Adjunct Professor for the SCPRO Logistics Program teaching in Continuing Workforce Education (CWE) department.
- Adjunct Instructor teaching Six Sigma and Project Management Fundamentals to Senior Leadership teams.
- Taught multiple courses in the logistics program ranging from 10 to 25 students per course.
- Adjunct Instructor facilitating Supply Chain Management courses for the "Stepping-Stones" Program.

Notable Contributions

-Secured a 5K National Association Community College Entrepreneurship (NACCE) Grant to lead a pitch competition for new high school graduates entering adult entrepreneurial learning programs.

-Designed curriculum titled "Foundations of Entrepreneurship" which has served hundreds of students with the ESB certification attached as an outcome.

FRANCHISEE/BUSINESS OWNER * 2018 to 2019**Grant Global Enterprise, Inc. Jacksonville, FL**

- Managing owner of operations with 600k of annual revenue in the residential and commercial cleaning industry. Currently manage a portfolio of 100+ accounts in 10 cities.
- Supervise staff of 40 personnel using effective job costing analysis and business optimization strategies.

Notable Contributions

-Increased revenue from 7k to 50k monthly within the first 8 months.

-Became Jani King largest franchisee in North Florida in less than 6 months.

-Created strategic partnerships within the community organizations to improve economic development.

AGENCY OWNER OPERATOR " 2015 to 2018**Avis/Budget " Jacksonville, FL**

- ◆ Franchise owner of operations with \$1.3M annual sales in rental cars and trucks serving corporate and retail markets. Manage operation, profitability, marketing, growth, and over \$1M in inventory assets. Directs lean staff, including Branch Manager, Rental Associate and two Technicians.
- ◆ Conduct direct business-to-business sales to local corporations within Jacksonville area while following franchise corporate rules and operation protocols in accordance to contract agreements.

Notable Contributions:

- *Turned around unprofitable P&L that lost \$20K/month to profitability of \$20K/month within 60 days of taking over business.*
- *Created and implemented outside marketing strategy coupled with inside sales strategy.*
- *Ceased business with customers that were liabilities and replaced them with profitable clients.*
- *Increased corporate business by 15% through marketing and networking.*

- Reduced expenses by 20% by effectively managing resources.
- Earned recognition for gaining new corporate client accounts in area.

MANAGER " 2014 to 2015**Enterprise Holdings " Jacksonville, FL**

- ◆ Recruited and went through intense management training, including progressive roles at four branches.
- ◆ Oversaw accounts and created growth opportunities via excellent customer service to build business relationships, increase sales, and gain market share from competitors. Led strategic planning and budgeting initiatives.
- ◆ Trained/mentored/developed Trainees into Managers.

Enterprise Holdings Continued:**Notable Contributions:**

- Turnaround unprofitable P&L in assets/revenue and put collections back to company standards.
- Created invoice payment procedure with clients that resulted in prompt payment on billed invoices; improved collections process that contributed to 20% improvement in P&L profits in 60 days.
- Trained and empowered management trainees in selling process that led to 20% increase in branch revenue.
- Earned high recognition from Amtrak through creating a larger presence inside facility and taking over substantial market share over competitors.

OPERATIONS MANAGER " 2007 to 2014**Certified Restoration Dry-cleaning Network (CRDN / CKF Services) " Jacksonville, FL**

- ◆ Progressively evolved in a new industry while completing Bachelor and Master degrees, advancing to management of complete operations of insurance service that restore soft goods, i.e. clothing resulting from fire, flood, mold or water damage. Accountable for sales averaging \$5M/annually in direct marketing to business and homeowners.
- ◆ Led strategic planning and execution. Supported sales in marketing, presentations, and negotiations.
- ◆ Supervised team of 45 employees, including Assistant Managers and Team Leaders throughout most of Florida and South Georgia. Managed \$850K labor budgeting, and P&L reviews, along with \$1M in inventory and equipment.
- ◆ Oversaw production, including organizing workflow system and preparing productivity reports.
- ◆ Developed business relationships with insurance adjusters, general contractors, and vendors.
- ◆ Consistently optimized production, improved inventory, refined processes, researched industry, developed employees, and built and maintained customer relations.

Notable Contributions:

- Reduced expenses and increased revenue by 10% in the first year.
- Sole company in State of Florida to receive Seal of Approval status from Dry-cleaning & Laundry Institute.
- Attained competitive edge through unique brand strategy and growth initiative focus along with customer service.
- Proposed, presented plan, and implemented downsizing of department from staff of 45 to 20 while creating greater output rate and quality, as well as cost savings.
- Attained elite "Award of Excellence" from International Fabricare Institute CRDN, increased branding and leveraged proven value to gain multi-million-dollar contracts; only facility in State of Florida to successfully reach this level.

ENTREPRENEUR – FOUNDER – OPERATIONS MANAGER " 2001 to 2007**Grant & Associates Inc. " Jacksonville, FL**

- ◆ Managed/staffed/trained team three crews consisting of nine employees throughout Jacksonville, Tallahassee, St. Augustine and surrounding areas.
- ◆ Developed planning, forecasting, and strategy of tile, marble, and stone installations in new construction market.
- ◆ Created sustainable relationships from marketing and sales; negotiated contracts with general contractors in new construction and home investors in remodeling projects.

Notable Contributions:

- Built start-up business from scratch to sustainable income producing \$400K in annual revenue in less than two years.
- Created targeted contact list of all major general contractors in market, analyzed product and service of competitors, and developed presentation strategy using marketing mix to effectively close sales calls.
- Increased revenue year-over-year with positive cash flows starting in the first year.

Earlier career as Petroleum Supply Specialist in United States Army.**PROFESSIONAL DEVELOPMENT**

Education: Doctor of Education (IP) – University of North Florida
Master of Business Administration - University of Phoenix

United States Army Veteran

	Bachelor of Science in Business Management - University of Phoenix.
Certification:	Essentials of Entrepreneurship: Thinking & Action. University of California. Council for Six Sigma Certification (CSSC) - Green Belt Six Sigma Certification Finagraph (PTP) – Cash Flow Essentials Certification Notary – State of Florida Project Management Basics – Project Management Institute Profit Mastery – Certification Project Management – PMI Certification Entrepreneurship Certification – IAP College Psychology Certification – IAP College Anthropology Certification – IAP College Philosophy Certification – IAP College Sociology Certification – IAP College Entrepreneurship Mindset Facilitator Certification – Entrepreneurial Learning Initiative (ELI) Introduction to Government Small Business Certifications – Govology Entrepreneurship Small Business Certification (ESB) – Certiport Pearson Vue Business Edition
Affiliations:	Society for Human Resource Management (SHRM) - 2011 Downtown Business Professional Group - 2017 Rotary Club – 2019 Community Excellence Alliance (CEA) - 2020 Score Mentor – 2020 Jax Black Chamber of Commerce – Vice President, Board of Directors - 2021 Jacksonville Veterans Chamber of Commerce – Advisory Board Member – 2021 National Contract Management Association – Director at Large – 2021 United States Association for Small Business and Entrepreneurship (USASBE) – 2025 University of Nevada Reno (UNR-SBDC) - 2025
Honors:	Army Achievement Medal – United States Army Award of Excellence from Fabricare Institute Certificate of Appreciation from Amtrak Train (Enterprise Business) Regional Performance Excellence of the Year Award – SBDC, 2022 Florida League of Cities Economic Advancement Award – City of Jacksonville, 2025
Projects:	“Small Steps for Doing Big Business” book published May 2018 Lecture – Business Law & Ethics - 2021 Lecture – Logistics Management - 2020 Lecture – Operations Management - 2020 Lecture – Introduction to Business Management – 2021 Lecture – Supply Chain Management Principles – 2020 Lecture – Customer Service Operations – 2019 Presentations – Business Model Canvas – 2020 Presentations – Profit Cents – 2021 Presentations – Project Management Fundamentals Presentations – Six Sigma Yellow Belt & Green Belt Presentations – Entrepreneurship – 2022
Media:	UNF Media : UNF: UNF Doctoral student champions innovation in Jacksonville’s local economy FSCJ Media : FSCJ Awarded NACCE Grant to Power Student Entrepreneurship Pitch Competition FSCJ Media : Everyday Entrepreneurship Pitch Competition