



University of Maryland University College

Anne Smith

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PROFESSIONAL PROFILE

Goal-driven, dependable professional with a consistent track record of successful business management in recreation and leisure services. Highly proficient in the profitable management of assets, resources, and finances. Accustomed to handling large monetary budgets, sensitive information, and confidential records with a high degree of integrity and accountability.

Independently capable of creative and highly effective decision making and problem solving. Diversely talented and flexible, able to multi-task and produce timely reports/results in a deadline-driven environment. An effective communicator with extensive experience in the leadership, motivation, and development of people. Diplomatic, personable, and tactful.

CORE COMPETENCES

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|---------------------|------------------------------|-------------------------|
| ♦Budget Management | ♦Conflict/Dispute Resolution | ♦Strategic Planning |
| ♦Revenue Generation | ♦Customer Service | ♦Leadership/Supervision |
| ♦Grant Management | ♦Facility Management | ♦Event Coordination |

KEY ACCOMPLISHMENTS

BUDGET MANAGEMENT

- ♦Implemented efficient expenditure controls and effective accounting structures at historically low-revenue performing facilities, progressively increasing yearly profits from 15 to 59%.
- ♦Reduced impact on staff budgets, increased revenue, and increased the quality of service offerings with the effective use of contracted professionals and volunteers.
- ♦Obtained donations and/or support from area businesses and agencies to decrease expenditures and increase profit margins of special events and programs.
- ♦Progressively increased service prices and profits, consistent with current market factors, without decrease in quality or patronage.
- ♦Developed creative marketing and promotional strategies to increase facility client base.
- ♦Performance rated as “Excellent”, in terms of compliance with fiscal guidelines and monetary management, based on yearly audit reports.

PERSONNEL MANAGEMENT

- ♦Supervised, hired, trained, evaluated, directed, and/or motivated 20 to 60 staff-persons, instructors, seasonal employees, and contractors.
 - ♦Coordinated and directed the efforts of over 100 volunteers for various programs and events.
 - ♦Effectively utilized volunteers and community resources to sponsor 26 facility basketball teams, and conduct a basketball league with over 500 participants.
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- ♦Mentored eight employees under my direct supervision which have received career promotions and/or been selected for full-time career positions.



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- ◆Organized parent support groups and program boards to increase volunteer support by 75%.
- ◆Implemented in-house performance recognition awards to increase morale and quality of staff/volunteer input.

OPERATIONS MANAGEMENT

- ◆Negotiated, reviewed, and approved contracts, bids for services, and the procurement of equipment.
- ◆Progressively improved appearance and safety of facility environment to promote appeal and use.
- ◆Designed and monitored \$100,000.00 facility renovation, trouble-shooting completion and/or quality issues.
- ◆Proficient working knowledge of Maryland Childcare regulations, Day Camp Accreditation standards, and ADA/EEO/MOSH/OSHA policies.

CUSTOMER SERVICE

- ◆Performed as liaison to the local community, regularly meeting with citizens, PTA's, public officials, Associations, area churches, business entities, and various other groups to address concerns, structure services, resolve conflicts/disputes, provide information, and formulate community strategies/goals; subsequently, increasing facility client base by 47%.
- ◆Developed outreach volunteer program, providing services and programs to area homeless shelters, local shelters for battered women and children, Board of Education, Dept. of Social Services, St. Ann's Infant and Maternity Home, local hospitals, and local Senior Centers.
- ◆Developed and revised program options and offerings to ensure the accessibility and inclusion of the disabled, and to address changing needs from diversities in the community population.
- ◆Created and implemented intergenerational programming, inclusive of "Putting on the Ritz", which received the Prince George's County program of the year award.

PROFESSIONAL EXPERIENCE

Recreation Facility Manager, State Park and Recreation, Charm City, Maryland 1978 – 2006

- ◆Independently accountable for the management/supervision of day-to-day operations and internal controls for finances, bill collections, staffing, payroll, marketing, rentals, maintenance, renovations, sports leagues/tournaments, day camps, classes, programs, special events, scheduling, and various activities of a large scale, multi-million dollar recreational facility.

Real Estate investment, Self-employed, 1980 – present

- ◆Acquired, renovated, and managed residential investment properties for rent and/or resale; inclusive of initiating and/or developing contracts, leases, debt collection policies, and procedures in compliance with State/Local codes and guidelines.

CERTIFICATION / EDUCATION

- ◆Certified Leisure Professional, State Parks Recreation Association
- ◆CPR/First Aid Instructor, American Red Cross
- ◆B.A. Sociology/Psychology, Business Minor, University of Maryland, College Park, 1978
- ◆Therapeutic Recreation Supervisor's Management School, Charm City, DC, 1990



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