

PROFESSIONAL EXPERIENCE**ProNova Solutions, Maryville, TN****2023-Present**

Director of Support Services and Radiation Effects. Manages the daily operations of the Rad Effects business, including marketing and sales strategies, customer management, proposals, contracts, and account reconciliation.

- Directs daily operations of a cutting-edge Proton Testing for Radiation Effects business, ensuring seamless execution from customer engagement to beam delivery and shipping/receiving to accounts receivables.
- Manages government, aerospace, and electronic industry client relationships with precision, ensuring satisfaction, repeat business, and long-term partnerships.
- Develops and executes marketing and sales strategies to expand market presence and boost revenue.

ProNova Solutions, Maryville, TN**2016-2023**

Senior Office and Product Marketing Manager. Assumed role to oversee the ProNova Rad Effects Program. Served as the primary point of contact for internal and external communication at the Pellissippi Place location. Managed all administrative support and ProNova staff locations.

- Development and strategies of marketing campaigns for Rad Effects and sponsored research projects.
- Coordinated outreach with business development or lead generation for Rad Effects and special projects.
- Managed all aspects of the Rad Effects Program including government contracts, customer relations, and invoicing.

ProNova Solutions, Maryville, TN**2014-2016**

Office Manager. Served as the primary point of contact for internal and external communication at the Pellissippi Place location. Directed and coordinated ProNova's administrative support for all staff locations. Executive administrative and project support to the President and senior leadership.

- Created and managed administrative and facility projects and budgets.
- Leads communication for all events, project status, and company metrics.
- Interfaced with all customers visits to ProNova Solutions.

COUNTRY INN & SUITES, Knoxville, TN**2011 - 2014**

Director of Sales. Held a key role working directly as the Executive Assistant to the General Manager, maintaining the efficiency of office operations. Entrusted as the "go-to" person by fulfilling the role of Manager on Duty in the absence of the General Manager to resolve customer and property issues.

- Developed and prepared proposals for corporate accounts and was the key point of contact for room rate contracts and problem solving to maintain and retain accounts as long term customers.
- Created new corporate account documentation procedures that improved tracking and revenue generated from each account.
- Managed all inside and sales to include negotiating corporate accounts, site tours, and group proposals.

COURTYARD BY MARRIOTT, Alcoa, TN**2007 - 2011**

Director of Sales. Provided administrative support with responsibilities including handling correspondence and meeting planning as well as appointment scheduling for the General Manager.

- Maintained high levels of efficiency for the sales department by preparing contracts/proposals, customer interaction, problem solving, and posting/reconciling charges for events.
- Prospected new clients to grow room revenue with group and corporate negotiated accounts.
- Provided comprehensive levels of event planning including interdepartmental communication, menu planning, and coordinating event set up. Developed all packages and marketing promotions.

Professional roles prior to 2005:

Front Office Manager - DANCING BEAR LODGE, Townsend, TN

Concierge/Front Desk Manager - BLACKBERRY FARM, Walland, TN

- Fulfilled similar front office management operations at the Dancing Bear Lodge and with Blackberry Farm (Relais & Chateaux Member Hotel and #1 ranked hotel for service in the U.S.).
 - Managed daily operations regarding reservations and hiring, training and scheduling of front office staff; completed Blackberry Farm's management training program and developed the Concierge Department.
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EDUCATION: B.S. Hospitality Management - JOHNSON AND WALES UNIVERSITY, Charleston, SC**Master of Business Administration – LINCOLN MEMORIAL UNIVERSITY, Harrogate, TN****COMPUTER SKILLS:** Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft TEAMS and Adobe**COMMUNITY SERVICE:** Leadership Blount Class of 2010, Joint Operating Committee Member, Blount PartnershipVice Chairman of Smoky Mountain Tourism Development Authority.
