

OBJECTIVE

Customer service & operations professional seeks role in consumer or dealer service operations in the bicycle/outdoors industry.

QUALIFICATIONS SUMMARY

- Superior problem solving and research skills; communicates effectively to resolve challenges.
- Innovative thinker with a history of success in business process improvement.
- Retail & e-commerce consumer sales experience.

PROFESSIONAL EXPERIENCE

CYCLING UTAH/CYCLING WEST – Salt Lake City, Utah **2011–Present**
Assistant Editor/Freelance Writer/Photographer

- Assistant Editor starting February 2019; duties include copy & results editing, scheduling articles for publication's website using WordPress, and managing the daily & weekly newsletter mailing list process using Mailchimp. Spearheaded coverage of the 2019 Larry H. Miller Tour of Utah.

BACKCOUNTRY.COM, LLC / Competitive Cyclist – West Valley City, Utah **2016–2018**
Gearhead Operations/Sales - Bike Division

- Customer service & sales of bicycles and associated hard- and soft-goods for major online retailer. Sold approximately \$600,000 in 2017. Sold approximately \$700,000 in 2018 through November.
- Shimano S-TEC Certified Technician: Wheel and Hub, SPD/SPD-SL Pedal, Drivetrain Road, Drivetrain Mountain, Di2, Retail Operations-Service Department.

USA CYCLING / UTAH CYCLOCROSS SERIES – Salt Lake City, Utah **2003–Present**
Independent Contractor / Race Official for a variety of bike races throughout Utah, including 19 seasons scoring and officiating the Utah Cyclocross Series. Author of the UTCX Technical Guide.

MORGAN STANLEY – South Jordan, Utah **1999–2016**
Senior Registered Service Professional for a global investment services firm.

- Provided a full-range of expedited services to meet the needs and expectations of high-net-worth clients, top-tier Financial Advisors, and Branch Management. Worked closely with operations & call-center management to improve internal relationships and build a network to facilitate action and change. Recognized as a "go-to" person, helping to save a number of client relationships.

A BICYCLE ODYSSEY – Sausalito, California **1994–2001**
Retail Sales/Mechanic for one of the San Francisco Bay Area's top independent bicycle shops.

VETTA USA LIMITED – San Francisco, California **1997–1998**
QC/Warranty Manager & Customer Service for bicycle accessories manufacturer/marketing firm.

EDUCATION

GOLDEN GATE UNIVERISTY, San Francisco, California – Political Science

UNIV. OF CALIFORNIA, SANTA CRUZ, Santa Cruz, California – Politics & Economics

INTERNATIONAL SCHOOL OF BRUSSELS, Brussels, Belgium – College Preparatory

PROFESSIONAL DEVELOPMENT

SHIMANO S-TEC – Certified Technician.

PROFESSIONAL BICYCLE MECHANICS ASSOCIATION – Member.

MORGAN STANLEY – Multiple Global Operations and Service Awards for Excellence.

OTHER

USA CYCLING – Road/CX Race Official “B” (License #99317), Race Director, Moto “Pillion” since 2008

UTAH CYCLING ASSOCIATION – Member, Board of Directors, 2016-2018

UTCX CROSS OUT CANCER – Volunteer, cycling event to fundraise for Huntsman Cancer Foundation

RICHARD SACHS CYCLES – Created & maintained web presence from 2001-2018

PACENTI CYCLE DESIGNS – Created initial web presence

RIVENDELL BICYCLE WORKS – Created initial web presence