

Experience:

MS LLC, Columbus, Mississippi *Owner/Operator real estate holdings* (April 2021-Present)

- Facilitate rental opportunities and manage daily necessities.
- Ensure the following obligations are followed through via contractual requirements: repairs, 24 hour communication, continual tenant occupancy.

WHOOP, Boston, Massachusetts

Membership Services Representative (November 2021-Present)

Tier 1, Tier 2 Order Fulfillment, Tier 2 Software, Tier 2 Analytics.

- Deliver high-quality service across multiple support channels including phone, email and chat to resolve member issues in a timely manner.
- Continually take opportunities to expand my knowledge base by working on a variety of teams.
- Uphold WHOOP core competencies of teamwork, reliability, and problem solving by answering questions and being available during shifts, as well as guiding new employees through the coach/athlete program while remaining member focused to offer the best experience possible.
- Successfully exceeded goals while being an active resource for my previous teammates, training team, and MSR support channels.
- Developed workflows (via Lucidchart) for HR accuracy and Complimentary bicep band protocol to streamline procedures for our MSR teams to utilize when addressing common (member-facing) issues.

Select Medical, Saco Bay Orthopaedic and Sports Physical Therapy, York, Maine *Head Athletic Trainer*
(January 2020-April 2021)

- Provide medical coverage to athletes and staff, while maintaining public relations with athletes and staff at the local high school to ensure revenue flow into the corporate company physical therapy office.
- Served independently as Head Athletic Trainer to student-athletes and managed relations with school, physical therapy office, and corporate company.
- Liaison between athletic training staff in the state, local high school, physical therapy office, and national company.

Southern Maine Health Care, Biddeford, Maine

Emergency Department Assistant (May 2017-2021)

- Maintain clear and accurate patient records, protect patient rights & confidentiality, and manage front desk operations including phone calls/faxes, vital signs, and monitoring, Phlebotomy, EKG, CPR, Staple/Suture removal.
- Other skills include the ability to work with a broad spectrum team of professionals. Experience in emergency medicine both in the field as an EMT and in the hospital setting.

Town of Gorham, Gorham, Maine

Firefighter, EMT, (2013-2019)

- Effectively work and communicate in high-stress environments with a variety of different individual groups including mutual aid departments, police, radio operators, doctors, hospital staff, patients, and their families.

Education:

The University of Southern Maine, Bachelor of Science in Athletic Training, May 2019

Licenses | Certifications:

State of Maine Licensed Athletic Trainer #AT787 Expires 10/30/2022

Board of Certification- Athletic Training Certified #2000037943 Expires 12/31/24 State of Maine
Emergency Medical Technician #28981 Expires: 09/30/2024 National Registry- Emergency Medical
Technician #E3280439 Expires: 03/31/2024 American Heart Association- Health Care Provider CPR
Expires: 02/2024 State of Maine Firefighter I&II Certification, Pro-Board NFPA 1001, 2013
Standard

REFERENCES

Inez Rodriguez

Operations Manager

Nomad Health

New York, New York

(972)-999-7331(c)

Andrew Gunning

Coach

Crossfit New England

Natick, Massachusetts

(508)-454-0780 (c)

Christine Nesky

Team Manager Membership Services

WHOOP

Boston, Massachusetts

(678)-481-5418 (c)