SUMMARY OF QUALIFICATIONS

- Highly adaptable, collaborative student affairs professional with 19 years of experience in higher education and 15 years in recreation and wellbeing
- Team builder and promoter of results-driven, growth-oriented organizational culture aligned with values
- Experiential educator, including 450+ days leading outdoor and 700+ hours facilitating challenge programs

EDUCATION

Master of Education, Higher Education Administration, University of Massachusetts, Amherst, MA, May 2004

Kevin Grennan Award: Outstanding Graduating Master's Student in Higher Education Administration

Practica: Outdoor Leadership, Hampshire College; Lumberjack Welcome Week, Northern Arizona University

Consulting Project: Conceptualized and proposed SUMMIT wilderness orientation program

Independent Studies: Effective methods of recruitment, selection, training, and evaluation for SUMMIT

program; Using experiential education to teach outdoor leadership

Bachelor of Science, Business Administration, cum laude, University of Vermont, Burlington, VT, May 2000 Concentration: Marketing Minor: Nutritional Science
Independent Study: Managing on-campus fitness center – improving services and member satisfaction Semester in London, England: Boston University Marketing Internship with AT&T Communications

PROFESSIONAL EXPERIENCE

Assistant Director, Adventure Programs and Experiential Learning, University Recreation, Washington State University (WSU), Pullman

3/09-Present

Programming

- Oversee Outdoor, Challenge, Climbing Wall, Rental Shop, Bike Share, events, and Summer Advantage
- Manage over \$1,000,000 in operating budgets and equipment inventory, generate \$120,000 in revenue
- Collaborate with faculty, staff, students, and external constituents to produce custom, revenue-generating programs for diverse groups with distinct goals (e.g., integrating rafting into environmental science class)
- Pilot new programs; expanded trips from 70 to 140 per year; increased participation from 238 to 400+
- Promote environmental stewardship via Leave No Trace certification (~175 per year since 2011)
- Collaborate with Competitive Sports to deliver club sports hazing prevention and youth programming
- Improve access to recreation (e.g., partner with Cougs Rise to engage low-income/first-generation students and Access Center to post essential eligibility criteria; launched adaptive climbing and kayaking, women's programs)
- Facilitate workshops (e.g., leadership, sustainability, inclusion), challenge course activities, and adventure-based programs (e.g., backcountry skiing, sea kayaking) spanning the American/Canadian West
- Instruct classes in CPR/First Aid/AED and group fitness (e.g., TRX, Climbing Conditioning)

Facility Development & Operations

- Direct business practices and daily operations of Outdoor Recreation Center (ORC) and affiliated services
- Initiated and executed WSU's first COVID-19 reopening plan, enabled ORC as first unit to reopen on campus
- Led selection and transition to new bike share program, engaging stakeholders, negotiating contracts, rebranding, policy development, launch (in 2018 and in progress, 2022)
- Orchestrated relocation of ORC twice in one year
- Contributed to design and opening of new 7,000-sq.-ft. ORC facility

- Developed new climbing wall (e.g., RFP, design, policies, operations); expanded participation from 2,885 to 12,400
- Chaired Sustainability Committee: assessed and mitigated environmental, economic, and social impacts of department-wide operations

Staff Development & Supervision

- Supervise, mentor, and evaluate up to 4 professional staff and 2 graduate assistants
- Actively foster positive workplace culture emphasizing feedback, professional development, and teamwork
- Oversee and lead portions of annual training, development, and audits of ~50 student staff
- Co-chair Student Development Committee: direct department-wide learning outcomes, training, and evaluation of ~300 student employees; administer \$7,000 annually in professional development grants
- Volunteered as mentor for WSU Staff Mentorship Program

Strategic Planning & Assessment

- Co-authored Division of Student Affairs mission, vision, and goals; helped units align with strategic plan
- Co-led UREC strategic plan revision, CAS self-assessment, professional staff strategic planning retreats
- Contributed to multiple master planning processes (e.g., recreation, transportation)
- Participate in Division of Student Affairs think tank to develop flexible/hybrid work guidelines
- Establish and implement short and long-term organizational goals, equipment replacement plans, staffing structures, assessment tools (e.g., program quality assurance, staff audits)
- Analyze industry trends and assessment data to elevate programs, services, equipment, staff development
- Collaborate with Marketing to devise marketing plan, proof materials, advance goals

Risk Management

- Risk Management Committee: evaluate, develop, and administer risk management practices (review incidents, programs, and policies; revise emergency response plan and risk management manual; train colleagues to respond to critical incidents and emergencies; conduct facility walkthroughs; initiated incident tracking)
- Oversee risk management practices for comprehensive outdoor program; provide on-call support to trips

Coordinator, Outdoor Recreation Center, University Recreation, WSU, Pullman

7/08-3/09

- Managed daily operations of Rental Shop and Climbing Wall; coordinated outdoor trips, clinics, events
- Collaborated with Center for Civic Engagement and external constituents to coordinate Eco Adventures
- Developed and administered risk management procedures, monitored budgets, reviewed marketing plans
- Oversaw transition to new scheduling, inventory, and point-of-sale systems
- Supervised Graduate Assistant, Intern, and 15 student staff
- Instructed Wilderness Leadership academic course and facilitated recreational trips

Outward Bound Instructor, Pacific Region Outward Bound School, Midpines, California

5/08-7/08

■ Instructed 22-day backpacking course for 18-22-year-old students in Sequoia-Kings Canyon National Parks

Long Distance Hiker and Blogger, Trails to Wellness

3/07-11/07

- Promoted wellness-related benefits of recreation while hiking Pacific Crest Trail through website and blog
- Solicited corporate sponsorships including product donations valued at ~\$3000

Health Educator, Health Education and Promotion, University of California, Davis

8/06-4/07

- Planned, implemented, and evaluated campus-wide educational activities and promoted environmental/policy changes to enhance student physical activity, nutrition, body image, stress management, sleep, wellness
- Provided leadership and supervision to Fitness/Nutrition and Wellness coordinators and intern teams

Volunteer Mentor and Team Medic, Big City Mountaineers, Oakland, California

6/06-4/07

Mentored under-resourced urban teens in outdoor context, taught wilderness and leadership skills

Assistant Director, New Students Program, University of Massachusetts, Amherst (UMass)

5/04-5/06

- Pioneered and successfully implemented SUMMIT wilderness orientation, including program design, promotion, risk management, staff development, communications, and key partnerships
- Assisted in planning, marketing, execution, and evaluation of prospective student open houses and new student and family orientation; integrated community service into summer orientation
- Advised parents via Office of Parent Services hotline

Graduate Assistant, Undergraduate Admissions, University of Massachusetts, Amherst

9/02-5/04

Reviewed applications for admission and presented information sessions for prospective students

SELECTED TRAININGS

Yoga Instructor Training, WSU
Conversations on Implicit Bias Training, WSU
UndocuAlly Training, WSU
SafeSport, US Center for SafeSport Trained
Avalanche Rescue, American Avalanche Institute
Sea Kayaking (2 courses), Body-Boat-Blade
Ski Mountaineering, American Alpine Institute
Mental Health First Aid, WSU
Group Fitness Instructor Training, WSU
NIRSA International Experiential Learning
Institute
Facilitating for Self-Efficacy, Next Element
Veterinary Leadership Experience, AVMA
Outward Bound Instructor Training
NOLS Outdoor Educator-Mountaineering

CERTIFICATIONS

ACA Level 2 Coastal Kayak Instructor

ACA Level 2 Standup Paddleboarding Skills
Assessment
ACA Level 3 River Kayaking Skills Assessment
American Red Cross First Aid/CPR/AED Instructor
Avalanche Professional Level 1, Amer. Avalanche Inst.
Avalanche Level 1 & 2, AIARE/AAA
Coastal Sea Kayak Award, British Canoeing
Challenge Course Practitioner Level 1 & 2, WSU
Climbing Wall Instructor, AMGA, CWA, PCIA
Leave No Trace Master Educator, NOLS
Wilderness First Responder, NOLS
Base Managed Climbing Instructor, PCIA

PROFESSIONAL MEMBERSHIPS AND SERVICE

NIRSA

Association of Outdoor Recreation and Education

- DEI Committee (2021)
- Program Proposal Reviewer, Education Committee (2017, 2018)

American Canoe Association American Mountain Guide Association British Canoeing Leave No Trace Center Pacific Crest Trail Association

Presentations & Publications	
"Type II Fun: A Prescription for Growth?" Association of Outdoor Recreation and Education/Association for Experiential Education Joint Conference	2019
"You're Not Exempt (From Learning How Organizations are Handling Changes to FLSA)" Association of Outdoor Recreation and Education Annual Conference	2016
"Sustainability and Outdoor Programs: Walking the Talk" Association of Outdoor Recreation and Education Annual Conference	2016
"Leaving More Than a Trace." Article in 2014 Annual Report, Association of Outdoor Recreation and Education	2015
"Discover Your Learning Style" Association of Outdoor Recreation and Education Annual Conference	2014
"What's Your Animal Type? Navigating the Animal Matrix of Personality Types" NIRSA: Leaders in Collegiate Recreation National Conference	2014
"Kolb's Theory of Experiential Learning" Northwest Challenge Course Network	2013
"Facilitating Student Employee Learning" (presentation and published abstract) Association of Outdoor Recreation and Education Annual Conference	2012
"In Sickness and in Health" Chapter in R. Hughes & C. Lewis, (Eds.), Pacific Crest Trailside Reader: California: Adventure, History, and Legend on the Long-Distance Trail. Seattle, WA: The Mountaineers Books.	2011
"Outdoor Orientation Program Sustainability" (panelist) Outdoor Orientation Program Symposium, Association for Experiential Education Annual Conference	2011
"SUMMIT: Adventures in Wilderness Orientation Programming" Outdoor Orientation Program Symposium, Association for Experiential Education NE Regional Conference	2006
"Considering a Wilderness Orientation Program? Start Exploring." National Orientation Directors Association, National Conference	2005
"The Heart of a Wilderness Orientation Program: From the First Beat to a Meaningful Experience" National Orientation Directors Association, Region IX Conference * Awarded "Best Educational Program for Professionals" *	2005
"Student Affairs Opportunities After College" (panelist) New England Association for College Admissions Counselors, Student in Admissions Forum	2004
"Student Affairs - Is It a Career Path for You?" (panelist) National Association of Student Personnel Administrators Region I Conference	2003
"The NODA Internship Experience - Creating Your Story for Your Future" (panelist)	2003