

Drew Greathouse

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I pride myself on being an excellent communicator and am well-versed in the skills needed to expertly manage running a growing business. Over the course of the last 13 years with my current employer, I've learned how to adapt and fill necessary roles within the company. I have been recognized for streamlining operations, eliminating redundancies, and maximizing assets across our nine departments, specifically in the last 4 years. In 2024, I am looking to broaden my career path and join an energetic and hard-working team.

Willing to relocate: Anywhere

Work Experience

Director of Operations

Force Sports - Bedford Heights, OH

March 2017 to Present

- Skilled Collaborator, working with a team of 30+ employees to grow from a \$5MM to \$10+ MM company in 4 years.
- Creating and managing events/programs for customers of all ages and skill levels.
- Implementing systems and processes to improve efficiency and reduce department costs.
- Working with ownership to develop and manage financial and budgetary plans.
- Developing successful marketing strategies and campaigns that attract new customers and keep current customers.
- Developing and managing construction/maintenance projects across 5 facilities, working with contractors to complete projects within timeline and budget.
- Rapidly adapted to the 2020 pandemic to implement a company-wide HR policy, which helped our employees stay afloat during mandatory closures.

Facility Manager

Force Sports - Bedford Heights, OH

September 2010 to March 2017

- Hired, trained, and developed staff across 5 locations, providing performance evaluations and coaching.
- Built and maintained relationships with all department heads to make decisions regarding strategic growth.
- Increased brand awareness and recognition through strategic community relationships and general marketing channels.
- Assisted with maintenance of all 5 locations, including sourcing contractors when necessary.

Operations Manager

American Legends Park - Sandusky, OH

October 2009 to September 2010

- Made important policy, planning, and strategy decisions.

- Developed, implemented, and reviewed operational policies and procedures.
- Managed and updated social media and the website.

Administrative Assistant

Cincinnati Reds - Sarasota, FL

September 2008 to September 2009

- Managed incoming communications, including answering phone calls, taking detailed messages, and acting as needed.
- Coordinated logistics for events, including arranging travel plans and preparing and submitting expense reports.
- Maintained and filed documents and records.

Education

Sport Management

Ohio University - Athens, OH

August 2004 to May 2008

Skills

- Website Management (primarily Squarespace)
- Accounting (including QuickBooks)
- Financial Reporting
- G Suite
(Including Google Ads & Analytics)
- Planoly
- Email Automation (Including MailChimp & Constant Contact)
- Hiring
- Event
Planning
- Budgeting
- Customer Service
- Human Resources
- Negotiation
- Operations Management
- Vendor Management
- Social Media Management
- Facilities Management
- Sourcing
- Pricing
- Project Management
- Process Improvement
- Digital Marketing

- Email Marketing