

Dawn M. Mastreno, MA

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EXECUTIVE SUMMARY

12 years professional leadership and management experience directing staff and coordinating resources, including six years in an educational setting. Possess strong internal/external collaboration and partnership building skills while ensuring fulfillment of the organizations' mission and vision. Hold an M.A. with an emphasis in Leadership and Influence.

PROFESSIONAL EXPERIENCE

GOAL Academy, Area Academic Director

5/2010 – present

Ensure that all individual, team and school objectives are met, aggressively employ practices and actions that produce desired student results, consistent with overall mission and strategic plan of GOAL Academy. Achieve goals with quality, compliance, and overall positive organizational impact. Develop, support, and promote leadership within the team. Manage complex relationships with professionalism and dignity.

- Manage daily operations – facility, safety, compliance, and administrative processes – including: addressing issues and problems that arise in a student-centered, creative, thoughtful and constructive way; following-up with constituents as needed; working closely with the Chief Academic Officer and other Area Academic Directors on best practices, and seeking outside support as appropriate.
- Utilize data to drive instructional practices.
- Provide instructional leadership for the school site, including: maintaining school-wide focus on standards of student achievement and supporting all teachers in their professional development.
- Manage all human resources at the school site, including: attracting and selecting high performing staff; providing professional development opportunities; developing a collaborative team culture; managing performance; and, adhering to state/federal employment laws.
- Collaborate with other GOAL staff to: support data-based decision-making, promote student achievement, and ensure that each student successfully achieves her/his program goals.
- Establish and maintain collaborative working relationships with students, parents, and GOAL staff to enhance the instructional environment.
- Model professional and ethical standards when dealing with students, parents, staff, and community.

Jones International University (JIU), Senior Admissions Counselor

5/2005 – 7/2008

Generated new student enrollments and admissions for Jones International University through effective time management, telesales and effective communication skills.

- Qualify, pursue, and enroll qualified students.
- Follow-up and build rapport with potential students.
- Keep accurate student records by maintaining and updating information in a timely manner.
- Responsible for assisting students through their first enrollment by actively communicating with prospects and preparing them for the necessary steps of admission.
- Actively seek and develop process improvements to ensure high quality customer service.
- Coach and mentor peers.
- Utilize effective time management and communication skills.

Enterprise Rent-A-Car, Branch Manager

8/2001 – 5/2005

Managed profit-and-loss statements, controlled expenses and implemented a comprehensive business plans to market to local business partners and build long lasting relationships with key business decision-makers.

- Supervised, mentored, trained, coached, evaluated, and developed staff.
- Prepared effective and timely employee reviews.
- Managed 12th most profitable Colorado operations of 101 branches.

- Increased fleet occupancy rate 5% over corporate goal by implementing and maintaining strong fleet management strategies.
- Exceeded corporate goal in fleet grown, employee retention, branch profit and customer service scores as most profitable branch internationally.
- Proactively sought process improvements to ensure high quality customer service.
- Supervised, mentored, trained, coached, evaluated, and developed staff ranging in sizes from 3 to 115.
- Developed and executed branch operational plan and sales.
- Motivated employees in branch, helped establish goals, and identify how to achieve goals.
- Managed results in areas such as sales, fleet utilization, occupancy, fleet mix, income, break even, and operating profit.

CDI Corporation, Account Manager

9/2000 – 7/2001

Increased and established “book” of business by creating and developing strong, sustained relationships with clients and related parties. Successfully negotiated a settlement with a major client, leading to a contract extension which provided CDI the opportunity to bid on nearly 2500 job requests over the course of the year.

- Responsible for employee retention as the primary point of contact.
- Assured employees and customer satisfaction by providing outstanding service delivery.
- Contributed to the recruiting process by actively meeting candidates and preparing candidates for the client interview.
- Identified, qualified, pursued, and closed opportunities with customer group.
- Partnered with customer groups to initiate and develop new and creative solutions to customer needs.
- Primary point of contact for all customers and field employees for providing feedback regarding employee performance issues, disciplinary action and workplace investigations.
- Developed and enhanced client relationships through in-house and on-site contact by communicating, presenting, and managing solutions.
- Managed fulfillment of client needs, which included prioritization and feedback to recruiting staff.

TEACHING EXPERIENCE

GOAL Academy, Online Homeroom Teacher/Team Lead/Lead Teacher

9/2009 – 5/2010

Jones International University, Online Adjunct Faculty

8/2008 – 9/2009

Corinthian Colleges, Inc., Adjunct Faculty

1/2008 – 12/2009

EDUCATIONAL EXPERIENCE

Jones International University, MA

9/2005 – 6/2007

- Earned Master of Arts in Business Communication degree with a specialization in Leadership and Influence. Graduated magna cum laude.

Mesa State College, BBA

8/1995 – 6/1999

- Earned Bachelor of Business Administration degree with an emphasis in Management and a minor in Speech. Graduated cum laude.