

HIGHER EDUCATION EXECUTIVE | EDTECH OPERATIONS LEADER

Student Success Architect • Digital Transformation • Enrollment Growth • Operational Turnaround
Expanding Access, Strengthening Outcomes, and Building Scalable Learning Ecosystems

Bold, student-centered executive who restores institutional viability, accelerates learner outcomes, and scales digital education across universities, workforce organizations, and high-growth EdTech companies.

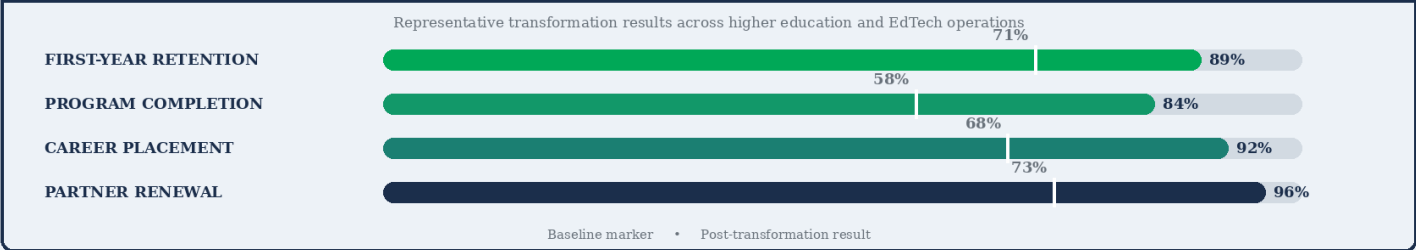
Trusted advisor to presidents, trustees, boards, and investors who aligns academic priorities, operating models, technology, enrollment, financial discipline, and partner success around a shared definition of learner value.

Enterprise operator and change leader who turns strategy into accountable execution, builds high-performing leadership teams, and creates cultures where innovation, access, quality, and measurable outcomes reinforce one another.

92% CAREER PLACEMENT • 18-POINT RETENTION GAIN • 44% HIGHER PROGRAM COMPLETION • 96% PARTNER RENEWAL

DECLINE TO SUSTAINABLE GROWTH Reversed eight years of enrollment contraction across a 22K-student university portfolio, increased enrollment 41%, converted a \$12.8M deficit into a \$6.4M surplus, and raised first-year retention 18 points.	FRAGMENTED TO CONNECTED Unified execution, partner success, product, analytics, and service operations for 120 institutional partners, cutting launch time 46%, lifting NPS 38 points, and raising renewal 96%.	PILOT TO NATIONAL SCALE Expanded a workforce-learning network from 2K to 64K annual learners and from \$6M to \$78M revenue while building employer pathways, digital delivery, student support, and 92% placement.
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LEARNER OUTCOMES & PARTNER PERFORMANCE



PROFESSIONAL EXPERIENCE

ELEVATE LEARNING TECHNOLOGIES

\$420M education technology services company • Atlanta, GA

CHIEF OPERATING OFFICER | EVP, PARTNER & LEARNER SUCCESS, 2021-Present

Lead enterprise operations, university partnerships, implementation, student services, enrollment operations, customer success, data and analytics, technology delivery, and workforce strategy. Direct 14 executives, 1,300 employees, a \$165M operating budget, and service delivery for 120 college and university partners supporting 186K active learners.

Restored growth, partner confidence, and operating discipline after rapid expansion created inconsistent launches, service failures, and declining renewals.

- Raised annual recurring revenue from \$284M to \$420M and restored EBITDA margin from 8% to 19%** by simplifying the operating model, consolidating service centers, resetting partner economics, and aligning implementation, product, marketing, enrollment, and learner support around portfolio priorities.
- Achieved significant increase in institutional partner renewal from 73% to 96% and expanded net revenue retention to 112%** through executive sponsor governance, partner-health scoring, outcome reviews, service recovery, contract redesign, and coordinated expansion of high-performing programs.
- Reduced new-program launch time from 13 months to seven months and improved on-time launches from 54% to 94%** after establishing one implementation methodology, decision rights, readiness gates, integrated workplans, risk escalation, and reusable academic and technology components.
- Improved learner NPS 38 points, course-start conversion 27%, and first-term persistence 16 points** by redesigning onboarding, advising, tutoring, financial-aid navigation, early-alert outreach, accessibility support, and 24/7 learner services around moments that most influenced continuation.
- Reduced annual operating expense \$31M without compromising service or academic quality** through workflow redesign, workforce planning, automation, vendor consolidation, span-of-control changes, and channel migration tied to experience and productivity measures.
- Cut voluntary turnover from 42% to 17% and filled 61% of leadership openings internally** by resetting expectations, strengthening manager capability, introducing talent reviews and succession planning, and creating visible career paths across partner and learner operations.
- Directed enterprise operations** across partner success, customer experience, and service delivery functions, ensuring alignment between strategic business objectives, operational priorities, and customer success initiatives.

VICE PRESIDENT, STUDENT SUCCESS & DIGITAL LEARNING, 2016-2021

Held university-wide responsibility for enrollment management, advising, student success, career services, digital learning, continuing education, institutional analytics, and online-program operations. Led 510 faculty and staff across 10 divisions and managed a \$125M portfolio in partnership with the president, cabinet, trustees, deans, and faculty senate.

Reversed declining enrollment, fragmented student support, and a \$12.8M operating deficit while strengthening academic quality and shared governance.

- Increased total enrollment 41% and net tuition revenue 36% within four years by repositioning the university around career-connected access, redesigning financial aid, and launching 24 market-aligned online and hybrid programs.
- Converted a \$12.8M annual operating deficit into a \$6.4M surplus through program economics, enrollment forecasting, course-schedule optimization, vendor and space consolidation, shared services, and disciplined reinvestment.
- Raised first-year retention from 71% to 89% and six-year graduation from 58% to 84% by creating an integrated student-success model with predictive analytics, caseload advising, tutoring, and faculty-led gateway-course redesign.
- Expanded online enrollment 268% while improving online course completion 22 points after establishing instructional-design standards, quality review, accessibility controls, learner orientation, and digital teaching support.
- Achieved 92% career placement within six months of graduation by embedding career readiness into curricula, building 310 employer partnerships, scaling paid internships, and introducing outcome dashboards by program.
- Secured reaffirmation of accreditation with no monitoring report after organizing evidence, closing assessment gaps, clarifying institutional effectiveness, and preparing trustees, faculty, administrators, and students for the review.

NATIONAL WORKFORCE INSTITUTE

Nonprofit workforce college • Columbus, OH

PRESIDENT & CHIEF EXECUTIVE OFFICER, 2011-2016

Directed strategy, academic and employer partnerships, operations, finance, fundraising, digital delivery, student services, workforce analytics, and regional expansion. Reported to a 15-member board and led 680 employees supporting adult learners, displaced workers, veterans, and employer-sponsored cohorts.

Scaled a promising regional pilot into a financially sustainable national learning network without sacrificing access, quality, or employment outcomes.

- Expanded annual learners from 2,000 to 64,000 and revenue from \$6M to \$78M by replicating the operating model across eight states, building employer-funded pathways, securing public grants, and scaling hybrid instruction.
- Established 185 employer partnerships and maintained 92% job placement through sector councils, competency mapping, earn-and-learn pathways, apprenticeships, and placement accountability extending 180 days after completion.
- Raised program completion from 62% to 88% and narrowed completion gaps across income and racial groups by 19 points through intrusive advising, cohort scheduling, transportation supports, and emergency assistance.
- Secured \$64M in philanthropic, employer, and public investment by translating labor-market demand and learner outcomes into compelling expansion cases, rigorous performance measures, and transparent funder reporting.

PIONEER ONLINE LEARNING

Early-stage online learning company • Phoenix, AZ

CHIEF OPERATING OFFICER | CO-FOUNDER, 2005-2011

Co-founded an online-learning services business supporting regional universities and adult-serving institutions. Owned partner execution, enrollment operations, learner support, platform delivery, compliance, analytics, and service-center leadership.

- Grew the organization from concept to \$52M revenue, 38 institutional programs, and 21,000 active learners by building the operating infrastructure, recruiting leadership, and aligning technology, enrollment, and student services.
 - Reduced cost per enrolled learner 47% and inquiry response time 91% through CRM implementation, lead routing, workforce modeling, digital communications, advisor scripting, quality monitoring, and daily performance management.
- Maintained clean regulatory and partner audits during rapid expansion by establishing consumer-information controls, privacy governance, complaint resolution, and documented oversight of outsourced services.

EDUCATION, CREDENTIALS & EXECUTIVE LEADERSHIP	
EDUCATION	Doctor of Education (Ed.D.), Higher Education Leadership University of Pennsylvania Master of Business Administration (M.B.A.), Strategy Emory University Bachelor of Arts, Economics Spelman College
CREDENTIALS	Harvard Graduate School of Education Quality Matters Program Reviewer
SYSTEMS	Salesforce Education Cloud Blackboard Ellucian Banner Tableau Power BI EAB Navigate
LEADERSHIP	Board Member, Digital Learning Access Alliance Member, EDUCAUSE Member, UPCEA