

Wesley R Gow

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In brief:

Relational, collaborative individual excited to serve on a winning team!

Business Competency:

- **Process improver and talent developer**, proven ability to increase profits and performance.
- Strong attention to detail, **effective project manager**.
- Excellent communication/interpersonal skills, **adept at establishing trust and inspiring results**.
- Able to deliver **clear direction, motivating expectations, and productive follow-up**.
- Disciplined time manager and focused performer; **able to self-manage and collaborate** for success.
- **Innovative problem-solver, creative strategist**; discovers solutions beyond current parameters.
- Patient **conflict manager; attentive listener**; diffuses tension with clarity and resolution.
- Twelve years experience in **training, educating, coaching and leadership development**.
- **Adept at highlighting individual and team achievements**, Chief Operating Cheerleader!
- Able to swiftly adapt and course correct as necessary.

Relevant Professional Experience:

RETAIL ASSOCIATE

L.L. Bean
Starbucks

02.2017 – **Present**
11.2016 – 02.2017

ADJUNCT INSTRUCTOR

Regent University
Tidewater Community College

08.2016 - 12.2016
01.2011 - 12.2011

- Utilized Blackboard as a **learning management system** to evaluate instructional effectiveness.
- **Delivered top tier science instruction to wide variety of students, including age and ethnicity**.
- Developed original learning content and assets.

GENERAL MANAGER

01.2016 - 05.2016

Appearances Window Cleaning of Tidewater

- **Analyzed revenue streams and improved processes**, which resulted in **47% increase in gross revenue and 17% increase in profits**.
- **Developed organizational resources** such as employee handbook, job descriptions, online job postings, employee expectations, and inventory list, thus maximizing efficiency and profitability.
- Incorporated annual line item budget resulting in **stronger ability to forecast P&L**.

DIRECTOR OF OPERATIONS

08.2013 - 01.2016

Anchor Church

- Co-chaired fundraising campaign that achieved **200% above target goal**.
- Recruited and developed pool of volunteer leaders, resulting in **300% growth** of leadership structure.
- Shaped dynamic organizational culture, contributing to **61% increase in donor contributions and 30% increase in membership**.

- **Implemented staff/leadership coaching**, incorporating resources such as StrengthsFinder and Keirse-Temperament assessment, concluding in off-site leadership retreat in Roanoke, VA.
 - In detail, I coached twelve organizational leaders through personal and developmental resources. (**This team was multigenerational and multicultural.**)
 - Crafted powerful diagnostic questions for each resource that were designed to elicit a **deeper understanding of their own personal strengths as well as an awareness of their impact on a team.** This resulted in a dramatic increase in unity and trust amongst the leadership team.
- **Designed and implemented written and video training resources**, significantly improving overall organizational health by bringing unity of purpose and increased volunteer retention and satisfaction.
- **Created and implemented comprehensive summer internship program.**
- **Established new relationships with vendors and service projects.**
- **Designed curriculum** and implemented programs to engage a growing demographic of the church.
- **Instituted staff year-end reviews**, resulting in pursuit of increased clarity and performance.
- **Organized and directed special projects and events**, including but not limited to regular Sunday services, annual Christmas parties, and the first ever Volunteer Appreciation Pool Party.
 - In conjunction, instituted post-event evaluations to ensure CQI.

CREATIVE DIRECTOR

07.2007 – 07.2008

Crosscurrent Church

08.2009 – 07.2013

- Directed departmental restructuring over the course of eighteen months, including the **process improvement** and **talent development**. This resulted in an **increase in volunteer team leaders by 400%** and an overall **increase in operational effectiveness and efficiency.**
- Served on executive leadership team to implement significant organizational changes, including: branch expansions, relocations, and rebrandings.
- Crafted job descriptions for volunteer leaders that included clear expectations and marks of success; **provided ongoing coaching** to manage progress and accountability.
- **Developed and produced web content** for multiple sites.

MIDDLE SCHOOL SCIENCE INSTRUCTOR

08.2003 - 06.2007

Greenbrier Christian Academy

- Conducted annual curriculum reviews for age-appropriate content.
- **Organized and directed week-long high school retreats.** In addition, **developed evaluation resources** for soliciting feedback, resulting in ongoing program improvement and participation.

Education:

- M.S. Old Dominion University | B.S. Clearwater Christian College

Personal/Other:

- **Avid outdoorsman**, musician, voracious reader and aspiring writer; former collegiate athlete.
- Committed to learning and ongoing self-improvement.
- Effective in Microsoft Office Suite and instructional design tools such as ProPresenter and Blurb.
- Thrives in environments of **creative collaboration** and **clear expectations.**
- Pretty ok at kickball.