

Education

Graduate of **Kent State University**- Bachelor's Degree in Communication Studies- Class of 2019

Major: Organizational Communication

Minor: Entrepreneurship

Graduate of **Florida Atlantic University**- Certificate in Hospitality & Tourism Management- Class of 2020

Graduate of **The Chagrin Falls Academy for the Performing Arts** -Class of 2013

Awarded: Best Comedy and Improvisational Performer

Licensed **Property and Casualty Producer** – Licensed in all 50 States.

Work Experience

Senior Training Coordinator at Independence Pet Group (January 2021-August 2025)

- Created interesting and engaging training programs and processes that dealt with veterinary knowledge, verbal communication, sales techniques, and Property & Casualty Insurance regulation.
- Provided Call-Center Agents with verbal feedback and graded performance reviews.
 - Property & Casualty licensing class had an 84% pass rate, significantly higher than the 54% national average.
 - Presentation and training initiatives concerning escalated & angry callers reduced supervisor transfers by 73% and saved the organization an average of \$20,000 a month.
 - Created new sales scripts and procedures that increased new business by 16%.
 - Presentation and training initiatives concerning customer policy cancelation saw a 12% decrease in canceled policies.
 - Negotiated a 10% discount on Licensing Materials from insurance textbook manufacturer.
- Implemented workflows and training procedures for various business process, including new hire onboarding, benefit administration, interviewing, progress reporting, progress improvement plans, and employee termination.
- Taught employees how to use multiple computer applications, including Salesforce, Talkdesk, Talkpath, Brightspace, PowerPoint, Excel, Outlook, and Semaphore.

Disney College Program Attractions Host at Walt Disney World Resort in Orlando, Florida (January 2020-March 2020)

- Memorized safety & show related verbal spiels and performed safety & show related checklists.
- Earned three individual recognitions for upholding and demonstrating safety, courtesy, show, and efficiency-based initiatives.
- Earned a "Mouseters" degree in Leadership from Disney University.

Creator, Designer, Producer, Director of The Haunted Wood, LTD., a family entertainment haunted house attraction. (2004-Present)

- Responsible for:
 - Writing immersive story lines and scripts each year of operation
 - Recruiting and training actors
 - Designing sets, lighting, sound, and special effects, including pyrotechnics and water effects
 - Designing logistics and crowd flow
 - Managing budgets and schedules for multiple employees, outside vendors, and contractors
 - Creating social media, electronic media, and print media marketing campaigns
- 2018: Taught crowd control, performance and improvisational skills, and the business skills unique to the entertainment industry to high school students at Chagrin Falls High School and Chagrin Falls Academy of the Performing Arts'.
 - Provided Chagrin Community Center with operational indoor and outdoor haunts appropriate for all ages and regardless of disability.

- 2012: Partnered with Community Day Care Center in at-risk community to raise funds and attract participants.
- 2011: Persuaded City Council of The City of Aurora to partner with The Haunted Wood, LTD., to provide a family entertainment experience.

Communications Specialist, Trainer and Simulated Patient (January 2015- Present)

- Write scripts, direct actors, and advise staff providing psychosocial drama to mandated participants of the Domestic Relations Court parenting skills program.
- Train physicians, clinical nurse practitioners, and selected medical personnel in effective interviewing skills by using scripted medical scenarios and improvisational skills under the direction of a physician led multi-disciplinary team.

Owner/ DJ at DJ David/ DJ Charlie Brown (June 2013-January 2020)

- Provided energetic, high tech, musically diverse, and memorable performances for weddings, parties, school dances, and other events.
- Worked with audio/visual, lighting, and sound equipment to create a personalized atmosphere based on client needs.
- Coordinated entertainment for events ranging from 20 to 3,500 people.

Business Manager at Coach House Theatre in Akron, Ohio (September 2017- February 2018)

- Assisted theatrical directors, actors, subcontractors, and producers with scheduling, fundraising, and marketing.
- Created business practices concerning book-keeping, ticket sales, accounting, and customer service.
- Implemented a marketing plan resulting in 91% of all seats being sold.
- Used CRM tools and Mailchimp to inform patrons about upcoming productions.
- Responsible for managing concession stand inventory, including beer and wine sales.

Redzone Specialist at Apple Store in Woodmere, Ohio (August 2014- October 2014)

- Assisted customers in making decisions on acquiring technical devices, and solved customer's technical issues per Apple Global Retail Training guidelines.

Sales Representative at Classic Honda in Streetsboro, Ohio (August 2012-August 2014)

- Influenced customers buying decisions, while also handling financial documents at an award-winning dealership.
- Initiated a Social Media Marketing Campaign that increased dealership referrals by 7%, and increased social media reach by 21%.
- Co-Hosted Weekly Radio Segment on 100.1FM WNIR with Bob Golic, Sponsored by Classic Honda.
- Awarded a Presidential Award for Excellence in Sales by Honda.

Presentations

Building Your Toolbelt- How to deal with Escalated Customers ©

- Invented an innovative way to demonstrate effective "soft- skills" techniques to deal with emotional customers in a dynamic landscape.
- Taught techniques to remain calm and effective in hostile environments, and difficult situations.
- Independence Pet Group reports that this program reduced supervisor transfers by 73%, and saved the organization an average of \$20,000 a month.

VCR Training - Value, Cost, Rebuttal – A Guide to Customer Retention ©

- Constructed an inquisitive approach to encourage customer service agents to discover why costumers wanted to terminate accounts.
- Directed participants to properly use techniques to illustrate value for company product offerings.

- Independence Pet Group reports that this program lead to a 12% decrease in canceled policies.

Sales Storytelling- How to Make the Main Character Sign on the Dotted Line! ©

- Produced a fun, interactive program that encourages participants to utilize effective listening and communication techniques to demonstrate product features, build value, and drive sales.
- Trained participants to tell a story of how to use the product, and how the product provides solutions.
- Independence Pet Group reports that this program lead to a 16% increase in new sales.

David's Dictated Discussions- A Guide To Being Assertive ©

- Created an interactive presentation based on communication, philosophical, and psychological research.
- Upon completion, 90% of participants were able to effectively identify and vocalize an assertive statement.
- To date, 92% of participants have found the presentation "engaging, useful, and effective".

Positivity in Negativity- How To Give Negative Feedback ©

- Designed and created a multifaceted training module that can be used in professional, personal, medical, athletic, or business settings.
- After completing the module, 94% of participants understood what made feedback effective, and were able to demonstrate giving effective negative feedback.
- To date, 96% of trainees have found the presentation to be "engaging, useful, and effective".

Athletics

Head Boys Basketball Coach for James A. Garfield Middle School (November 2024- Present)

- Teach strategy, analytics, and fundamental basketball skills.
- Evaluate student-athletes and create individual practice plans to improve player development.
- Incorporate life and interpersonal skills to encourage players to succeed in personal, athletic, educational, and professional settings.
- Coached and won games in hostile fan environments.
- Team reached play-offs in first year as Head Coach.

Stage and Film Performances

Alfred Hitchcock's' The 39 Steps- Richard Hannay- Lead Actor at Aurora Theatre (June, 2025)

The Little Mermaid - Sebastian- Musical at Twinsburg Theatre (January, 2017)

Jenny's Wedding- Excited Boyfriend- Film Starring Katherine Heigl and Alexis Bledel- IFC Films (2015)

The Avengers- Extra- Film Starring Robert Downey Jr. and Scarlett Johansson- Walt Disney Studios (2012)

Peter Pan- Peter Pan- Musical at Crestwood Theatre (August, 2009)

Standup Comedy- Union Square Theatre (Off Broadway) (June, 2009)

A Christmas Story- Understudy for all male roles- Comedic Play- Cleveland Playhouse (December, 2006)

Special Skills

Apple Products, Salesforce, Public Speaking, Outlook, PowerPoint, Word, Excel, ChatGPT, Photoshop, Canva, Wix, Filmora, AfterEffects, iMovie, SEO Marketing, Social Media Marketing, Educational Roleplay, Set Design and Construction, Special Effects, Theatrical Lighting and Sound, Theatre, Improvisation, Music, Drums and Percussion, Story and Script Writing, Bass Guitar, Vocal Performance, DJ Software, Pinball and Arcade Machine Repair, Boating and Watercraft, Greenscreen, Teleprompter, Ear Prompter, US Passport.