

GREGORY H PACE

Strategic Operational Leadership/Organizational Growth



San Diego, CA, US

619.719.1795

ghpace55@gmail.com

linkedin.com/in/gregoryhpace

TOP SKILLS

Leadership

Strategy

Diverse Culture Development

Operational Management

Human Capital Development

Business Development

Sales Management

EDUCATION

MBA

Old Dominion University

Strome College of Business

MBA, Information Systems

BS

United States Naval Academy

United States Naval Academy

BS, Physics

SUMMARY

I am a seasoned, results driven organizational leader who employs strategic, data infused thinking to develop company cultures with high morale, integrity, and KPI achievement leading to successful business development and growth. I seek to join an organization that directs its resources towards serving the greater good of community and humanity.

My broad-based experience in business development, sales, operations analysis, HR planning, profit/loss responsibility, business process development, and training/ development delivers motivated, high performance teams and efficient, profitable operations. Excellent interpersonal and communication skills. Impacts organizational processes and initiatives in a consistently positive manner, leading service-oriented teams to achieve desired results. Fosters an entrepreneurial mindset within group settings, building long-lasting relationships and developing innovative solutions. A resourceful project manager who exceeds objectives and attains profitable results.

Led multi-site service organizations, developing national compensation models and policies/plans as well as national training/development policies/plans, manuals, and procedures to rapidly scale business operations. Oversaw workforce upwards of 1,400 employees and profit/loss responsibilities of \$110,000,000 in revenues. Identified and grew streams of business. Ran extensive profit modeling, analysis, and forecasting resulting in detailed P&Ls that deliver bottomline results. Held responsibility for succession planning, national sourcing, recruiting/hiring, performance policies, workforce restructures, as well as continuous rapid improvement implementation.

WORK EXPERIENCE

DeVry University

10 years 3 months

2016 - 2021 National Director Military and Veterans Affairs

DeVry University

Provides high-level leadership in the development and execution of strategic plans. Leads a geographically dispersed management team, sales teams and associated resources that assist current and former members of the U.S. military reach their higher education and career goals. Directs all military outreach and enrollment activities for the University. Develops and directs execution of national initiatives growing organizational partnerships. Determine and formulate policies and provide overall direction of business operations in accordance with all local, state and federal regulations along with the University's regulatory and compliance policies and procedures. Drives organizational awareness, enrollment growth, product development and strategic outreach activities within the military arena.

2015 - 2016 Campus President

DeVry University, San Diego, CA

Serves as chief administrator, providing strategic leadership and support to the students, faculty and colleagues of the campus. Oversees the admission, academic progression and graduation of students, as well as student services and business operations.

Works collaboratively with national directors executing national processes and policies that apply to the campus. Maintains and assures compliance with all regulatory and accreditation requirements. Oversees the hiring, development and evaluation of qualified faculty and staff. Cultivates a student-centric campus culture. Communicates effectively with faculty, staff, students and community served. Fosters a college culture of mutual respect, academic and professional growth. Oversees contractual agreements between the campus and all parties with whom the campus engages in business relationships. Develops campus strategic plan focused on priorities that drive academic quality, service quality and growth goals. Recommends and administers the campus' annual program budget that supports the priorities outlined in the strategic plan and is consistent with the organization's policies. Monitors execution of the budget; ensures effective cost controls. Building stronger ties with business and industry leaders, as well as with employers, in the metropolitan area is also a focus.

2013 - 2015

Campus Dean

DeVry University, Tampa, FL

Provides executive leadership and overall direction to the Tampa Metro locations. Responsible for the multiple site operations with a sustained enrollment of approximately 600-1000 students and for meeting growth and profitability goals through the proper management of the Metro's resources.

2010 - 2015

Center Dean

DeVry University, Greater Atlanta, GA Metro Area

Directs and manages multiple Centers with both graduate and undergraduate programs. Drives the profitability and continuous growth of a Center with an enrollment of approximately 500-600 students. Oversees all aspects of the Center's operations; attracting, retaining, and motivating qualified Center personnel. Profitably managed the continuous growth of the Center.

Kaplan Test Prep and Admissions

2 years 11 months

2009 - 2010

Area Director, Georgia

Kaplan Test Prep and Admissions

Brought entrepreneurial leadership to five education centers with portfolio mix, including grad, pre-college, private tutoring, nursing, USMLE, K-12, as well as ESL products and services. Developed four center directors, an additional eleven indirect reporting managers, and up to 300 instructor. Six staff members successfully promoted into larger roles within organization.

- Achieved 4% year-over-year gross sales growth.
- Obtained 102% of net revenue goal and 9% growth year-over-year.
- Delivered 100% net income goal and 8% growth year-over-year.
- Directed profit and loss responsibilities, growing sales to \$9,400,000.

2009 - 2008

Center Director

Kaplan Test Prep and Admissions, Atlanta, US

Fostered entrepreneurial leadership of company's fifth-largest education center with portfolio mix, including grad, pre-college, private tutoring, nursing, USMLE, K-12, as well as ESL products and services. Mentored ten operations managers, academic managers, and business developers, as well as ten office staff members and up to 200 instructors.

- Enabled 57% Net Income margin against budget of 55%.
- Directed profit and loss responsibilities, growing revenues to \$6,200,000.

2005 - 2007

Financial Center Manager

Washington Mutual Bank

Delivered service and financial solutions to consumer/business customers, including retail banking products, credit card services, home loans/lines of credit, and investment products/services. Developed staff of nine employees and sales managers. Ensured operational and lending compliance.

- Achieved and exceeded monthly sales goals consistently, including consumer deposits, credit card sales, home loans/lines of credit, small business loans/lines of credit, and banking-at-school relationships.
- Led successful branch closure.

Huffy Corporation

10 years 7 months

2003 - 2005 Vice President of Operations

Huffy Corporation

Most senior operations executive. Strategically developed and managed business services for manufacturers and big-box retailers. Coordinated profit and loss responsibility, raising revenues to \$25,000,000. Coached two operations directors, one information technology director, one training manager, one customer call center, 12 field managers, and 600 field employees.

- Increased profit margin by 50%.
- Diversified and expanded client base by 100%.
- Developed and implemented service unit, adding over 100 field employees.
- Improved customer satisfaction levels from low-70th percentile to 90th percentile.
- Enhanced on-time service delivery from 67% to 95%.
- Led company to successful ISO 9001 certification of training department.

2002 - 2003 Regional Vice President of Operations

Huffy Corporation

Formulated and established business services to major mass-market and big-box retailers. Oversaw profit and loss responsibility, growing revenues to \$40,000,000 and client base to 900 accounts. Fostered top regional results for customer satisfaction, productivity, and highest gross field margin. Developed three district managers, 12 area managers, regional customer call center, and 1,100 field employees. Reorganized field management structure for 25% overhead cost reduction. Reduced cost of labor 20%.

2001 - 2002 Regional Director Mid-Atlantic/Southeast

Huffy Corporation

Created and instituted business services to major mass-market and big-box retailers. Delivered top regional results for customer satisfaction, productivity, and highest gross field margin. Expanded regional staff to business development manager, six territory managers, 20 area managers, regional customer call center, and 1,300 field employees. Maintained profit and loss accountability, increasing revenues to \$30,000,000. Grew client base to 900 accounts.

MILITARY SERVICE

Captain

United States Marine Corps

Served twelve (12) years as a Marine Air Command and Control Officer