

SUSAN HAND

PROFESSIONAL SUMMARY

Manager with diverse experience at various levels of large scale projects, including finances and administration.

25 years experience at management level.

SKILLS

- Long-range and strategic planning
- Budgeting and Finance
- Project Management
- Marketing
- Strong verbal and written communication
- Team leadership
- Process implementation
- Staff development
- Retail store management
- Retail buying and inventory management

WORK HISTORY

AUGUST 1994 - CURRENT

Manager and Buyer | Willow Canyon Outdoor | Kanab, UT

- Developed business and strategic plan for new retail shop
- Created product profile and established relationships with vendors
- Hired, trained, and developed staff
- Developed budgets and managed finances
- Oversaw various property improvements and remodels
- Created marketing plans and campaigns
- Purchased goods

OCTOBER 1992 – APRIL 1994

Education Manager | Zoological Society of San Diego | San Diego, CA

- Developed strategic and short-term plans
- Oversaw and coordinated graphics program for Wild Animal Park
- Supervised Receptionist, Animal Trainers, Educators, and Programmers.
- Interfaced with other department heads, directors, and Board of Trustees

- Monitored and evaluated educational programs to ensure performance objectives and standards were continuously achieved).
- Facilitated continued education for teaching staff through implementation of quality curriculum training and appropriation of necessary revenues.
- Performed diverse human resources activities, including hiring, training, disciplinary and termination in compliance with legal guidelines and requirements.

MARCH 1983 - OCTOBER 1992

Educator & Programmer | *Zoological Society of San Diego* | *San Diego, CA*

- Developed and managed interpretive programs and materials
- Trained and supervised education staff
- Delivered special tours and education programs
- Oversaw and coordinated outreach programs
- Handled small- to medium-sized exotic animals in educational presentations
- Worked with children, adults, and members of the teaching community

EDUCATION

1982

Bachelor of Science: Biology of Animal Behavior
Fort Lewis College, Durango, CO

- Emphasis in predation ecology and canids
- Minor in History

ACCOMPLISHMENTS

- Kane County Economic Development Team, 1 year
- Kanab Chamber of Commerce Board of Directors, 4 years
- School-Community Council and Character Development Council, 2 years
- Founding Member, Vermilion Cliffs Trails Club