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EDUCATION

Cornell University Nolan School of Hotel Administration

Masters of Management in Hospitality

Ithaca, New York. 2012.

- + Member, Cornell Hospitality in Practice Independent Study team examining industry-wide best practices for restaurant and hotel pre-opening training—the results of which, co-written with Bruce Tracey and Timothy Hinkin, have been accepted for publication in *Cornell Quarterly*.
- + Extern, Kimpton Hotel & Restaurant Group: worked with Vice President of Openings & Transitions to update and streamline online checklists for use during openings and expedient take-overs of hotels and restaurants.
- + Finalist, Fairmont Hotels & Resorts Graduate Award.
- + Secretary, Hotel Graduate Student Organization.

Tufts University

Bachelor of Arts

Medford, Massachusetts. 1996.

- + Received Jeannie Marshall Award for Best Senior Project.

Culinary Institute of America

Culinary Immersion Course in Collaborative Degree Program

Ithaca, New York. 2013.

- + Enhanced skillset of fundamental classic and modern French techniques.
- + Served as Teaching Assistant to Chef Xavier LeRoux.

Rutgers University

Introduction to Food Science

New Brunswick, New Jersey. 2013.

- + Intensive five-day course covered topics including microbiology, food chemistry, food safety, nutrition, and food processing & engineering.

TEACHING EXPERIENCE

Cornell University Nolan School of Hotel Administration

Ithaca, New York. 2013 to Present.

Lecturer, Food & Beverage Operations Management

- + Instructor for HADM 2170, 2360, 3350, 4320, 4335, 4340, 4380, and 4990.
- + Created a new course (HADM 4335, Contemporary Issues in Food) which examines—through discussions, field trips, and tasting—the issues surrounding our food system, including production, distribution, nutrition, workers rights', sustainability, sourcing, food trends, animal welfare, and the future of food systems.
- + Facilitated weekly lectures covering a wide range of food service management topics including food science, food safety, risk management, culinary theory, inventory control, food costing, and product development (2360).
- + Worked with industry leaders and Cornell's vast alumni network to train the next generation of hospitality leaders (2170).
- + Facilitate discussions relating to catering and special events management (4340).
- + Lead seminar on the role of globalization and its impact on the food service industry (4380).
- + Oversaw lab sections; trained students on wine service, guest & table management, service recovery, personnel management, reservations systems, and point-of-sale systems (3350).
- + Created new branding and menu redesign; lead the development of new online presence and social media identity (3350).

Cornell University Nolan School of Hotel Administration

Ithaca, New York. 2012 to 2013.

Chef Instructor, Restaurant Management (HA3350)

- + Worked with a team of instructors to teach 120 or more students per semester the practical aspects of opening and maintaining establishment, a 100-seat, student-run restaurant; areas of focus: food handling, menu design, forecasting, food costing, procurement, inventory management, marketing, staffing, and service standards.
- + Assisted in the development of course material for restaurant operations including front and back of house manuals, standardized recipe booklets, and plating diagrams; worked with lecture professor to integrate lecture material with lab operations.
- + Oversaw both front and back of house operations; administered Micros and OpenTable.
- + Created rubric for evaluating student performance in lab and graded student management teams.
- + Managed a team of seventeen undergraduate and graduate teaching assistants.

TEACHING EXPERIENCE (continued)

Cornell University Nolan School of Hotel Administration

Teaching Assistant, Restaurant Management (HA3350)

Ithaca, New York. 2012.

+ Created prep lists and assigned stations to students.

+ Oversaw operation of hot food lines of Table 278, 40-seat restaurant during service.

+ Trained students to prepare and serve consistently high-quality food.

Now You're Cooking

Instructor

Bath, Maine. 2010 to 2011.

+ Responsible for creating syllabi, testing recipes, teaching classes, and promoting retail sales.

Cambridge School of Culinary Arts

Cambridge, Massachusetts. 1994 to 1995.

Teaching Assistant, Introduction to Baking and Advanced Baking

+ Assisted Chef Instructor with prep, recipe testing, lectures, demonstrations, and critiques of students.

CULINARY EXPERIENCE

Henry & Marty Restaurant and Catering

Brunswick, Maine. 2009 to 2011.

Director of Catering and Special Events, Sous Chef, Host, Bartender

+ Managed events of up to four hundred people; responsible for rental ordering, event timelines, food and beverage orders, staffing and accounts receivable and payable.

+ Directed catering sales, marketing, and advertising; redesigned catering brand identity.

+ Managed front of house staffing and scheduling; responsible for reservations and coordination of dinner service.

Bresca

Portland, Maine. 2009.

Sous Chef

+ Worked with James Beard-finalist chef/owner; operated sauté & oven station on a two-person line.

+ Assisted with receiving product from local foragers, farmers, and retailers.

The Basil Tree

Somerville, Massachusetts. 1994 to 1998.

Event Coordinator, Prep Cook, Chef, Accounts Payable/Receivable

+ Responsible for menu creation, implementation, event scheduling, and staffing.

+ Managed accounts payable and receivable.

CONSULTING EXPERIENCE

Coltivare

Ithaca, New York. 2024 to Present.

Member, Advisory Board

+ Worked with community and business leaders to examine ways to turn local farm to table culinary operation into a success.

+ Participate in regular meetings to advise leadership team at Tompkins Cortland Community College on best practices and ensure continued operation of the customer-facing restaurant and F&B education facility.

Gimme! Coffee

Ithaca, New York. 2011.

Project Management Consultant

+ Benchmarked operations at two Gimme! Locations in Ithaca, NY.

+ Developed plan for improving quality, consistency, and revenue by optimizing service delivery.

+ Conducted study to evaluate Gimme!'s market position including the effectiveness of branding materials and its social media campaigns.

+ Analyzed store layouts to streamline operations and increase retail sales.

Dinosaur Bar-B-Que

Syracuse, New York. 2011.

Menu Engineering Consultant

+ Worked with founder and CEO to reengineer Dinosaur's current menu.

+ Analyzed POS data using Avero to identify under- and over-performers; provided recommendations based on findings.

BUSINESS EXPERIENCE

VeriSign, Inc.

*Office Manager and Technical Writer (1998 to 2000)
Senior Professional Services Consultant (2000 to 2004)*

Wakefield, Massachusetts. 1998 to 2004.

- + As Office Manager, responsible for new office design and build-out; coordinated company events and training; supported Chief Technology Officer, Director of Sales Engineering and Vice President of Practices.
- + As Technical Writer was responsible for writing and editing Requests for Proposals and Requests for Information for potential clients.
- + As Senior Professional Services Consultant, designed and implemented encryption security architecture plans; worked directly with sales teams to drive product sales; wrote Certificate Policies and Practices Statements for state and federal agencies; authored software installation guides, user guides, and other training materials; worked with Customer Support to streamline help desk operations. Clients included Fortune 50 companies as well as state governments and federal agencies.

SERVICE

Business of Sustainability Theme

Faculty Fellow

Ithaca, New York. 2022 to present.

- + Attend and participate in sustainability theme events.
- + Provide feedback on research reports and grants when necessary.

Phil Miller Legacy Committee

Member

Ithaca, New York. 2022 to present.

- + Review, evaluate, and recommend undergraduate students to receive the prestigious Phil Miller Legacy Award.

Business of Food

Ithaca, New York. 2019 to present.

Faculty Co-Director

- + Organize and attend Business of Food meetings with faculty across the SC Johnson College of Business.
- + Work with key stakeholders to award research grants to faculty.
- + Assist Steering Committees with advancing outreach, engagement, and educational programming.

Cornell Atkinson Center for Sustainability

Ithaca, New York. 2019 to present.

Faculty Fellow

- + Attend and participate in Atkinson Center events.
- + Provide feedback on research reports and grants when necessary.

Cornell Institute for Healthy Futures (CIHF)

Ithaca, New York. 2018 to present.

Faculty Fellow

- + Attend CIHF events (roundtables, seminars, etc.).
- + Participate in public engagement activities by creating industry-focused deliverables.
- + Provide feedback on research reports and grants when necessary.

Undergraduate Admissions Committee

Ithaca, New York. 2018 to present.

Member

- + Serve as one of a team of faculty readers to review and evaluate undergraduate and transfer applications to the School of Hotel Administration.

Food and Beverage Club (formerly the Epicurean Society)

Ithaca, New York. 2014 to present.

Faculty Advisor

- + Advisor to SHA student group dedicated to furthering the understanding of food & beverage operations.
- + Assist with connecting students to industry contacts.

Academic Integrity Hearing Board

Ithaca, New York. 2015 to 2017.

Member

- + Participated in hearings regarding violations of Cornell's academic integrity standards.

SERVICE (continued)

Entrepreneurship Boot Camp for Veterans

Ithaca, New York. 2013 to 2020.

Instructor

- + Worked with the EBV program to teach recent veterans about restaurant operations.
- + Topics included procurement, storage and inventory control, operational efficiency, yield calculation, standardization of recipes, and food costing.

MEMBERSHIPS

Tompkins County Board of Health

Ithaca, New York. 2020 to present.

At-large Board Member

- + Participate in monthly board meetings to discuss ongoing issues and concerns in Tompkins County relating to Covid response, food safety, vaccination efforts, and various health code violations.

PUBLICATIONS

Mill Valley Film Festival Guide

Ithaca, New York. 2021 to present.

Author: "Boiling Point," "Last Film Show," "Four Samosas," "The Art of Eating"

- + Authored program notes for four films showing at the Mill Valley Film Festival, including a documentary about the life of M.F.K. Fisher as well as a drama focusing on the restaurant industry.

Fandor Keyframe

Ithaca, New York. 2017.

Author: "The Greatest of All Food Films: That Would Be Tampopo."

- + The essay for an online film magazine cataloged the cultural, culinary, and cinematic importance of Juzo Itami's classic 1985 film.

Consumer Reports

Ithaca, New York. 2016.

Interviewed for: "5 Ways to Save Money on a Wedding Reception."

- + The article provided prospective brides and grooms with some good solutions for reducing the cost of a wedding reception

ediblebrooklyn.com

Ithaca, New York. 2016.

Interviewed for: "What Does It Take for a New York City Restaurant to Survive?"

- + The article examined what restaurants in NYC can do to differentiate and succeed in an increasingly competitive market.

Cornell Hospitality Quarterly

Ithaca, New York. 2011.

Co-author: "A field study of new employee training programs: industry practices & strategic insights"

- + Conducted interviews with dozens of hotel and restaurant Human Resources and Operations representatives across the United States.
- + Published in Volume 56, 4 on November 5, 2014.

SPEAKING ENGAGEMENTS

Blue Hill at Stone Barns Case Study Event and Panel

Pocantico Hills, NY. 2024.

Participant: *Innovation and Leadership in Organizations*

- + Participated in a workshop with B-School and Nutrition professors from Columbia, Tufts, and NYU.
- + Discussed how innovation in food systems can revolutionize hospitality.

EY Innovation Studio: Food Systems Reimagined

Chicago, Illinois. 2022.

Panelist: *Innovating for the Future of Talent*

- + Participated in a panel to discuss the future of food systems, taking into consideration climate change, as well as labor and economic issues.
- + Discussed how universities around the country are educating thought leaders of the future.

Costa Rican National Restaurant Congress

San Jose, Costa Rica. 2014.

Presenter: *Technology in Restaurants: Improved Use of Technology & Quantitative Data Analysis*

- + Invited to deliver presentation to Costa Rica's National Restaurant Congress—an audience of 300 entrepreneurs and restaurant operators.
- + Topic of presentation was big data, data collection and analysis, and its impact on marketing and customer loyalty.