

BRUCE TEETER

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Alexandria, VA
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SUMMARY

Experienced, creative, and solutions-focused manager with expertise in business organization and efficiency for small and medium-sized companies and non-profits. A passion for mission-driven work and building strong communities drives me to work hard for those I encounter, both in my professional and personal life. The son of a mechanic and accountant, I understand no two problems are ever the same, and I am well-versed in diagnosing, understanding, researching, and implementing custom solutions using a wide variety of platforms, software, and technology.

EXPERIENCE

Operations & Facilities Manager Open Gov Hub | Washington, DC March 2019—Present

Managed operations of a 20,000 square foot non-profit, themed coworking space and spearheaded the projects that will move the organization forward and enable growth, both in DC and globally. As a non-profit that primarily serves other non-profits, these projects included assessing new technology and implementing strategies that help the organization and its members achieve their missions. I researched new methods, documented procedures, managed ongoing maintenance, and implemented cost-effective improvements to the space, streamlined logistics for events, billing, and onboarding, and served as the main point of contact for all vendors, clients, and Hub members. Recent project examples include:

- Onboarding organizations to web-based tools like Asana, Slack, Smartsheet, and more by understanding their needs and creating dashboards, templates, checklists, training videos, and a process for learning and moving to the new tool successfully.
- Researching coworking software, learning the ins & outs of a white-label platform, and coordinating the transition to new centralized software that allowed the organization to track and manage memberships, finances, room bookings, and CRM rather than being housed in multiple locations.
- Creating a "Member Vault" in response to COVID using a relational database in Airtable that allowed members to access people, tools, and resources created by others they trust in their community - all in one place. The resources are linked so that the entire database updates based on new inputs, members can search, sort, filter, and submit new resources.
- Managing a \$2.5 million dollar move to a brand-new, larger space, while considering member feedback and COVID precautions. I interviewed project management firms, general contractors, and A/V, IT, and furniture vendors - including reviewing their bids in detail and working line-by-line to reduce costs. I researched the best approaches to mitigate risk from coronavirus and provided detailed analysis for management and board members to inform decisions related to the new space.
- Launching a Media Lab initiative with state-of-the-art video and podcast recording software. I learned how to edit, record, and create high-quality content with software like Canvas, Screencast-o-Matic, and Audacity to help members create digital content. I hosted an internal podcast as a testbed in order to create connections with members and introduce them to the Media Lab equipment.
- Recruiting, hiring, and training a "Community Catalyst" cohort three times per year and managing an ongoing program to connect the Catalysts with members at the Hub. I learned each Catalyst's passions and build short-term projects that contribute to the Hub or a member's mission. To date, over 80% of Catalysts I have hired have worked or still work in some capacity with an organization at the Hub and continue to make amazing contributions.

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EXPERIENCE

Office Coordinator **RESOLVE, Inc | Washington, DC** **2016—2019**

Worked with every board member, adviser, partner, vendor, and staff member and ensured that each person had what they needed on a daily basis. My ability to adapt and think quickly and calmly under pressure was required at all times and I excelled at delivering results. Notable work included:

- Streamlining accounting procedures for staff, vendors, and clients; reviewing vendor contracts and purchasing procedures to save RESOLVE money; creating a dashboard to track all vendors and ensure timely payments were made.
- Coordinating event logistics by liaising between venues and the facilitation team to organize plenary meetings for a collaborative of 200+ stakeholders, including federal, state, and tribal representatives.
- Developing new procedures for meetings and conferences held at RESOLVE and providing high levels of support for guests and visitors, maintaining relationships, and building new partnerships.
- Assisting with logistics and support for a variety of initiatives and collaboratives; facilitating timely invoicing and payments required for critical response projects.
- Leading the revitalization of RESOLVE's newsletter and assisting with the website redesign by gathering information and research from staff and third parties, identifying needs and collaborating with the website vendor, and finally coordinating content creation, editing, and migration.

General Manager **BBA Solutions Partnership Group | Raleigh, NC** **2009—2016**

As a manager of my own location, and eventually a 2nd location, I grew my college textbook store from \$200,000 net sales the first year to \$1.8 million the third year by setting a vision to focus on consumer interactions, strong budgeting, and data analysis. I identified the need for newer purchasing technology and worked with a consultant to develop an app that cut purchasing costs for all stores. Within two years, my location ranked first among new stores in net sales. Employee and customer retention were high and I took pride in developing a thriving business that had a great rapport with the community.

EDUCATION

Drexel University, Philadelphia PA **June 2020-Present**
Online Non-profit Management Certification

East Carolina University, Greenville NC **2004-2008**
BS Mechanical Design, BA Business Administration

COMMUNITY ACHIEVEMENTS

2020—Built an inventory and donor management dashboard for a local nonprofit that provides meals for families in need, especially during the COVID-19 pandemic.

2018-Present—Officiating basketball to strengthen communication and leadership skills. Certified for high school officiating and continue to referee for Youth Sports, JV and Varsity, and Adult Leagues.

2017—Volunteered as Director of Administration and Marketing for a start-up nonprofit to raise money for microloans for business and training in Honduras.