

John Chamberlain

SUMMARY OF QUALIFICATIONS

Experienced executive with 30 years of proven accomplishments in all facets of management in both profit and not for profit industries. Extensive background in strategic planning, budgeting, inventory control and planning, public relations, project management, customer service development/supervision, customer conflict resolution, and service organization management. Prepared and responsible for operating/capital budgets in several positions that were more than 15 million dollars. Extensive 501(c)3 management, compliance, and regulatory experience.

EXPERIENCE:

Walt Disney World., Lake Buena Vista, FL

2015 to Present

Guest Service Manager – Entertainment Costuming

- Supervise Cast Members
- Manage and maintain show quality entertainment operations
- Responsible for training and development of Cast Members

Love A Child, Inc., Fort Myers, FL

2009 to 2015

Director of Operations

- Manage direct relationships with donors
- Customer service department management
- Manage product fulfillment and mailing distribution
- Manage/direct credit card processing department

Giving Hope, d.b.a. Goad International, Orlando, FL

1994 to 2009

Director, Donor Development

- Responsible for all development of fundraising activities
- Directly responsible for raising \$3.5 million annual donations
- Merchandise purchasing and inventory for events
- Established a Donor Services Department
 - o Responsible for the hiring and the development of personnel
 - o Managerial positions
- Product development and inventory control for merchandise sales – event and mail house
- Established a travel agent agreement for air travel and travel incentive programs, providing cost savings, consistency in pricing and better management of travel budget.

Horizon Air, Inc., Seattle, WA

1981 to 1993

Regional Manager, Director

- Responsible for managing a 15-million-dollar budget.
- Directly responsible for the Portland and Sea-Tac International Airport operation for Horizon Air.
- Responsible for the direct supervision and development of 14 City Managers and their operations.
- Responsible for hiring and maintaining a quality customer service staff of over 200 employees.
- Oversaw the construction and remodel of Horizon Air's terminal at both Portland International and Seattle International airports during airport construction project for four years.

EDUCATION

1984	Management Training	McGraw-Hill Course
1980	Airline Operations Certification	Northwest Travel School, Portland OR
1974-75	Computer Sciences	Portland Community College

Memberships:

United States Baton Twirling Association

1968-Present

- USTA Board Member
- Region and State Council President
- Master Judge / Certified Coach
- Competition Director - Local, State, Region and International