PATRICIA BORGARDT
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**SUMMARY OF QUALIFICATIONS**

* **Marketing & Communications:** Proven expertise in developing and executing marketing strategies, fostering cross-functional team collaboration, and driving audience engagement across diverse demographics. Skilled in tailoring messages to target markets and conducting in-depth market analysis. Experienced in leading internal and external change management initiatives from planning through implementation.
* **Leadership & Strategic Planning:** Adept at conflict resolution, advancing DEI (Diversity, Equity, and Inclusion) initiatives, and navigating crisis situations with poise. Successfully led high-performing teams in dynamic, fast-paced environments to achieve measurable outcomes.
* **Finance & Operations:** Managed multimillion-dollar budgets across sectors, achieving a 75% reduction in operational expenses. Skilled in financial forecasting, vendor negotiation, and ensuring compliance with regulations and organizational standards.
* **Logistics & Procurement:** Proficient in procurement, inventory management, and contract negotiation. Conducted comprehensive policy audits to identify inefficiencies, streamline reporting processes, and reduce processing times by 30%.
* **Staff & Community Engagement:** Designed and implemented training programs aligned with organizational missions, driving improved staff participation and performance by 40%. Spearheaded collaborative outreach campaigns, resulting in 25% increase in community engagement and strengthened stakeholder relationships.

**EDUCATION**

MS, Organizational Behavior & Business Administration, Alliant International University

TEFL – The TEFL Academy

Six Sigma Champion – Management Strategy Institute

Six Sigma Lean Black Belt - Management Strategy Institute

Bachelors, Speech Pathology, CSUF

Level 3 Sommelier – Master Court of Sommeliers

Advanced Sommelier – International Sommelier Guild

Journey Beekeeper, OSU Master Beekeeper Program

**WORK HISTORY**

**Freelance Business Management Consultant** *Jul 2022 – Present*

* Successfully secured over $300,000 in grant approvals.
* Work with diverse stakeholders, proactively identifying competing priorities and facilitating discussions to resolve conflicts and build consensus on strategic objectives.
* Developed L&I and tax liability compliance frameworks.
* Reduced operational expenses by 75% through efficient project and budget management.

**Guest Services Director; LeMay America’s Car Museum Tacoma, WA** *Oct 2018 – Jun 2022*

* Directed strategic budget writing, managing $2M across multiple entities.
* Led DEI hiring initiatives and updated HR policies to meet current requirements.
* Boosted admissions by 5% and attraction use by 8%.
* Retail management - established $20,000/month revenue stream by internalizing store operations.
* designed and delivered a training program that increased staff participation by 40%
* Spearheaded Covid compliance restructuring across all public-facing operations.
* IT vendor management and project management.

**Assistant Manager, Trader Joe’s (Various Locations)** *Jul 2012 – Oct 2018*

* Implemented Kaizen leadership principles to improve operational efficiency.
* Directed HR and staff development for up to 75 team members across multiple locations.
* Managed strategic financial planning, overseeing sales, labor costs, and loss prevention.
* Developed a state-compliant wine and beer tasting program, boosting customer engagement.
* Streamlined inventory control and merchandising, improving product turnover.

**Food & Beverage Director, Buyer, Sycamore Mineral Springs Resort, San Luis Obispo, CA** *Aug 2011 – Jul 2012*

* Led multi-unit food & beverage operations for fine dining, casual dining, catering, and events, with a $1.6M budget.
* Increased annual sales by 15% and reduced cost of goods sold (COGS) by 5% through strategic buying, purchasing analysis, and improved inventory management.
* Developed innovative food and beverage programs, driving customer retention.
* Spearheaded DEI hiring initiatives, improving workforce diversity.
* Trained and developed staff for high-performance outcomes.
* Vendor management and contract negotiation.
* Acted as public liaison for event dinners and local media.

**Project Manager, Vino-Fare, San Luis Obispo, CA** *Jan 2007 – Jul 2011*

* Led strategic planning and execution of multi-unit wine and food projects.
* Trained and developed staff for high-performance outcomes.
* Managed international product contracts and brand development.
* Conducted target market assessments to identify new business opportunities.
* Programmed POS and CRM systems to streamline operations.
* Buying & development of private wine collections and designed bespoke beverage menus.

**Buyer, Sommelier, Dining Room Manager, The Ritz-Carlton, Naples, FL** *Nov 2005 – Sep 2006*

* Staff training & education, scheduling, FOH management in a 4 Star/5 Diamond restaurant.
* Buying, purchase analysis, inventory control, and vendor management.
* Managed event dinners, coordinating celerity presenters, vendors, and dining room logistics.
* Developed wine and cocktail pairing menus to elevate the dining experience.
* Collaborated on marketing and PR efforts, increasing brand prestige.
* Achieved average nightly wine sales of $3,700, with an average of 32 covers per night.
* Acted as public liaison for event dinners and local media.

**Beverage Director, Buyer, Sommelier, Dining Room Manager, Commander’s Palace, New Orleans, LA** *Oct 2004 – Sep 2005*

* Strategic buying, purchase analysis, and improved inventory management reducing inventory loss by 50%, while achieving monthly wine sales of $122,000.
* Vendor management and contract negotiation.
* Designed beverage pairing menus for private events, Wine Table and Chef’s Table.
* Developed a comprehensive training program for FOH and BOH staff, resulting in a 100% pass rate for the Court of Master Sommeliers Level 1 exam.
* Acted as public liaison for event dinners and local media.