

## **MICHAEL D'AGOSTINO**

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### **Recent Professional Highlights**

- Identified and addressed significant gaps in service delivery, maintenance and day-to-day operations within my first 6 months as the General Manager at the Silver Fox Entertainment Complex.
- Successfully oversaw to completion, a \$500,000 building renovation.
- Created and implemented coaching, training and development targets, communications guidelines, and service delivery standards for each role.
- Managed a host venue for Curling during the 2023 Canada Winter Games

### **EMPLOYMENT HISTORY**

#### Ottawa Titans Baseball Club

##### **Food & Beverage Supervisor, May 2023 - Present**

Responsibilities included but were not limited to:

- Design, and management of inventory system for the food and beverage department which operates all the stadium concessions at the Ottawa Stadium
- Staff hiring, training and supervision of all concessions staff
- Product development and promotions of specials at all concessions
- Assist with marketing plans and promotional days with the team and stadium
- Menu design for teams and staff to ensure variety while meeting dietary needs
- Lead on all vendor contacts and relationships related to the food and beverage department
- Worked as part of a team that assisted on ticket and sponsorship sales

#### Silver Fox Entertainment Complex

##### **General Manager, September 2021 – March 2023**

Responsibilities include but are not limited to:

- Led a team of over 40 staff and volunteers, across the facility, comprised of the Summerside Curling Club, Summerside Yacht Club and Breakwater Bar and Grill
- All staff resourcing, hiring and onboarding
- Managed all sponsorship sales and activations, leading to \$10,000 in cash and in-kind sponsorship agreements in my first year
- Directed, lead and created all social media content and advertising
- Development and management of the facility budget, expense and purchasing processes
- Main point of contact for all meetings, events and entertainment bookings, sales and promotions as well as execution
- Management of staff and budget constraints through COVID related business interruptions, to limit the impact on guests and the facility
- Worked with volunteer committees to oversee the return and growth of both the curling and sailing junior programs, that had been absent or non-functional in previous years
- Directed the communications plan to grow membership in all areas
- Created and implemented standard operating procedures and a work order system for all roles, to ensure consistent and improved service delivery and guest experience
- Sat on multiple executive and management boards
- Strategically positioned the organization as a community leader by sponsorship engagement, events, and through the support of neighbouring businesses

#### City of Summerside, Credit Union Place

##### **Facilities Supervisor, June 2019 – September 2021**

Responsibilities included but were not limited to:

- Led all major projects in and around the facility
- Responsible for security and access management
- Played a key role during COVID-19 shutdown and re-opening procedures. Lead the implementation of safety measures to meet COVID-19 regulations throughout the facility
- Main point of contact for all events in the facility, for set up and strike requirements
- Worked with both Foremen to manage ice and overall arena quality (air, ice, lighting)
- Managed the HVAC system and lighting system
- Accountable for all purchasing and budget management for the Maintenance Division
- Oversaw the Health and Safety committee for Credit Union Place
- Led all training initiatives to ensure staff practices were up to date
- Managed a team of 13 full-time employees and a crew of casual/part time employees
- Responsible for staff scheduling and all staff work orders

City of Summerside, Credit Union Place

**Assistant Facilities Supervisor, February 2018 – June 2019**

Responsibilities included but were not limited to:

- Managed all invoicing for the Maintenance Department, including proper coding and processing and monitoring budget lines
- Developed and maintain strong relationships with vendors to improve the level of support received, which in many cases result in a savings to the business
- Led the implementation of a new purchasing system for supplies moving to monthly orders, saving time and upwards of \$20,000 in expenses, and improving the management of supply usage
- Created and maintained the Standard Operating Procedures, allowing staff to have proper instruction on regular assignments and providing a measurement tool for management to monitor staff performance

TECHIFY

**Account Manager, February 2014 - December 2016**

Responsibilities included but were not limited to:

- Worked closely with existing clients to review services and ensure client retention
- Primary point of contact for issue resolution for clients
- Responsible for new client acquisition and business growth
- Worked with clients to scope out and understand hardware and software needs and assist with purchasing, receiving and stock management
- Collaborated across multiple internal departments to build and sell project plans to new and existing clients
- Communicated project and prospect updates to leadership team regularly to ensure correct forecasting and resource management
- Managed multiple workflows as part of the sales process including CRM updates, finance and other required internal documentation

Toronto Board of Trade

**Events Specialist, May 2006 – July 2008**

Responsibilities included but were not limited to:

- Built a small business networking program that included speakers from a variety of industries covering topics from trends in different market sectors to how to effectively network
- Through more direct target marketing, proper research into speakers that were more relevant to our membership and

finding more cost-effective vendors, I made a program that was losing money and attendance and once again engaged the members and created a profit and attracted more media and sponsors

- Created a new style of networking event which brought business leaders and small business owners to a more relaxed and social atmosphere. This provided another option for members to be engaged and opened the BOT to another market outside of the breakfast event circle. This also offered an opportunity for local businesses to showcase their product or venue as hosts
- Collaborated with both in-house and outside food and beverage providers to ensure the right menu was ordered and designed based on the event. This included breakfasts, formal dinners for 1000+ attendees and cocktail receptions
- Designed floor plans and assisted with set up and tear down of venue as required

#### EDUCATION

2006	Public Relations Advanced Diploma, Durham College
2019	Level 1 Ice Maker, Maritime Arena Operators Institute
2019	Certified Pool Operator, National Swimming Pool Foundation
2002	Smart Serve Certified
2021	Responsible Beverage Certified
2021	Level 1 Curling Ice Technician
2023	LiFT Sustainable Tourism Certificate, Gros Morne Institute for Sustainable Tourism
2023	Sports, Entertainment, Event Marketing Graduate Certificate, Seneca College (graduating August 2023)
2023	HootSuite Platform and Social Media Marketing Certified

Ongoing WHIMIS and First Aid Certification

#### VOLUNTEER EXPERIENCE

2022 - Present	Curl PEI Board of Directors, Treasurer
2022 - Present	Summerside Area Baseball Association Board of Directors, Director of Ways & Means
2019 - 2022	Summerside Area Baseball Association, Head Coach
2022 - 2023	Baseball PEI Board of Directors, 9U Competitions Director
2021 - 2023	2023 Canada Winter Games Committee Member – Venue Manager
2017	Toronto Girls Baseball, Coach
2016 – 2018	True North Hockey Canada (Adult Hockey), Team Representative
2014	Adoption Council of Ontario, Board Member

#### INTERESTS

Baseball, hockey, music, movies, guitar

**Professional as well as personal references available upon request.**