

## DAVID ALEXANDER

1074 Argonne Rd, South Euclid, OH 44121

C: 412-320-1830

[dlance479@gmail.com](mailto:dlance479@gmail.com)

To Whom It May Concern:

I would like to announce my intent to run for a position on the Tau Beta Sigma Alumni Association Executive Council for the 2017 – 2021 term. Tau Beta Sigma has given me many skills that I have been able to apply not only in my personal, but also into my professional life. I would be honored to serve our organization in this capacity and give back to others what Tau Beta Sigma has given me.

I was initiated into the Gamma Omega Chapter at the University of Pittsburgh in the Spring of 1998. During my time as an active member, I was involved on all levels of the organization. I served my chapter in several officer positions, my district as District President, and our National Chapter as a committee chair. I became an alumnus in 2001, and wasn't sure what it meant to be an alumni member. I served the Northeast District Alumni Association as the Secretary/Treasurer, but also missed the daily excitement of being an active member. The reality was that life was happening, and it can be a difficult adjustment to change from active to alumnus. After life happened, I established my career, and realized that I wanted to be involved again, and was welcomed back with open arms.

My story is what has inspired me to run for a position on the Executive Council. My strategy for the next 4 years is to work with our Board of Trustees, National Council, and District leadership to educate our membership around what being an alumni member means for the individual, but also for the organization. We will target seniors through web based videos to educate them that Tau Beta Sigma is a lifelong membership, and graduation doesn't mean that your involvement stops, but rather evolves. We will also serve as liaisons to our chapter alumni officers, and work to make sure that they have the tools to promote alumni membership and involvement. Once a sister, always a sister.

I would also like to look at the demographics of our organization, and see where we have large pools of alumni. Through this, I would like to work with our local and district alumni associations to sponsor regionalized alumni activities. While it can be hard to have alumni attend a national social event, we have the capability to engage more alumni by reducing their travel time and expense to attend regionalized events. This will increase our visibility with our local alumni associations, and create a more engaged alumni base for our membership.

My goal, through this, is to increase our alumni membership base. By doing this, we will increase our pool of candidates available to serve the organization beyond graduation. We will also be able to increase our donor base and secure a better operating budget for the Tau Beta Sigma Alumni Association, and the Tau Beta Sigma Trust Fund.

I am currently employed at Progressive Insurance and Casualty Company as a sales coach in our corporate headquarters. I also have 12 years of restaurant management experience. Through these positions, I have an extensive background in training and development, engagement, and budget management. I feel that these skills will transition well into a role on the Executive Council. I feel that I can offer a unique viewpoint that will serve our organization well, and would be honored to give back to an organization and our future.

Respectfully Submitted,

David L. Alexander

Tau Beta Sigma, Gamma Omega, University of Pittsburgh  
Life Member

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### OBJECTIVE

My objective is to serve the alumni of Tau Beta Sigma as a member of the Executive Council for the 2017 – 2021 term. My goal is to engage all alumni and educate potential members around what being an alumnus means for them and for Tau Beta Sigma, leading to higher alumni involvement and membership growth for the Tau Beta Sigma Alumni Association.

### SKILLS

- Strategic planning
- Recruitment and talent development
- Operations management
- Sales building
- Team building and engagement
- Project management

### TAU BETA SIGMA EXPERIENCE

- 2016 – 2017 Tau Beta Sigma Alumni Association Programs Committee Member**
- Worked with the committee to promote the awards of the Tau Beta Sigma Alumni Association.
- 2015 – 2017 Board of Trustees Capital Development Committee Member**
- Worked with the committee to raise funds for the Tau Beta Sigma trust through successful promotion of life memberships, and Giving Tuesday campaigns.
- 2002 – 2003 Northeast District Alumni Association Secretary/Treasurer**
- Managed the budget of the Northeast District Alumni Association.
  - Promoted the awards of the Northeast District Alumni Association.
  - Recorded and distributed the minutes for the Northeast District Alumni Association.
- 2001 – 2002 Northeast District President**
- 2001 – 2002 Chapter Parliamentarian, Gamma Omega**
- 2000 – 2001 Chapter Corresponding Secretary, Gamma Omega**
- 2000 – 2002 Drum Major, University of Pittsburgh Varsity Marching Band**
- 1999 – 2000 Chapter President, Gamma Omega**

### MEMBERSHIPS

- 2015 – Present Tau Beta Sigma Alumni Association, National Chapter**
- Member
- 2001 Omicron Chapter, West Virginia University, Kappa Kappa Psi**
- Honorary Member
  - Alumni Association Member
- 1997 – 2001 Gamma Omega Chapter, University of Pittsburgh, Tau Beta Sigma**
- Life Member

### CONVENTIONS ATTENDED

#### National Conventions

- 1999 – St Louis, MO**  
**2001 – Corpus Christi, TX**  
**2003 – Norfolk, VA**  
**2015 – Lexington, KY**

#### District Conventions

- 1998 – NED, University of Connecticut**  
**1999 – NED, Clarion University**  
**2000 – NED, West Virginia University**  
**2001 – NED, University of Pittsburgh**  
**2001 – NCD, Indiana University**

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### PROFESSIONAL EXPERIENCE

**Customer Relationship Management, Sales Coach, 12/2016 – Present**  
**Progressive Casualty Insurance – Mayfield Heights, OH**

- Oversee new hire consultants onboarding experience through their promotion to their floor team developing their professional skills to be successful consultants.
- Conduct coaching sessions with new consultants to assess and develop their technical accuracy within our quoting platform, selling efforts, and state specific insurance law adherence.
- Develop modules for consultants to provide additional support and reinforcement of their training activities in regards to insurance laws, and selling skills.
- Mentor consultants with their career mapping and goal setting to help them achieve the next level in their career path.

**Customer Relationship Management, Sales/Service Consultant Associate, 11/2015 to 12/2016**  
**Progressive Casualty Insurance – Mayfield Heights, OH**

- Utilize sales building techniques to quote and sell insurance policies while developing lasting relationships with potential customers.
- Efficiently answer and address customer inquiries regarding their insurance policies and offer unique solutions tailored to their insurance needs.
- Educate customers on their insurance policies and state specific insurance laws to build trust in the Progressive brand.
- Served on the team contest committee to develop programs to encourage sales building techniques to support primary job objectives and metrics.

**Training General Manager, 06/2007 to 11/2015**

**Eat'n Park Hospitality Group, Inc. – Mentor, OH**

- Carefully interviewed, selected, trained and supervised a staff of 50+ team members.
- Trained and mentored all management new hires in the Cleveland market from onboarding through transition into a full-time management role.
- Developed training modules for management to utilize with staff members to enhance customer relationship building techniques as a sales building tool resulting in an 80% customer satisfaction score.
- Recognized and formally acknowledged outstanding staff performance to boost team member morale and productivity resulting in a 14% increase in team member engagement.
- Strategically developed effective marketing plans in the community and restaurant to increase sales by 2% while managing a \$1.5 million budget.

### EDUCATION

**Western Governors University – Salt Lake City, UT**

09/2015 – 10/2016

- Bachelor of Science, Business – Marketing Management

**University of Pittsburgh – Pittsburgh, PA**

09/1997 – 05/2001

- Business Administration

### CERTIFICATIONS

- Dale Carnegie Course: Effective Communications and Human Relations, 2010
- CompTIA Project+ Certified Project Manager, 2016

**David Hammond**  
7631 Highway 290 W. #418  
Austin, Texas 78736  
512-426-5779 – david.hammond.tx@gmail.com

April 29, 2017

To the Members of the Tau Beta Sigma Alumni Association:

David Alexander and I share a special bond. I've known David since 1994 when we were members of the Penn Hills High School Band in Pennsylvania. We would both go on to play in the bands of our respective universities, me at Clarion and David at Pitt. David and I then joined the active and growing Tau Beta Sigma chapters at our schools, and we both served as Chapter Presidents and as officers of the Northeast District.

It is indeed very special to hold these shared connections that stretch back 23 years to high school band camp on a practice field just outside of Pittsburgh. So it is a delight and honor to offer my recommendation for David to serve on the Executive Council of our beloved Tau Beta Sigma Alumni Association.

David demonstrates leadership in every organization of which he is part. Early on in any association, whether musical, fraternal, or professional, David's gifts are evident to his peers as they look to him for both practical guidance and inspiration. He holds a remarkable combination of education, skills, training, and experience which make him especially qualified for elected national service in Tau Beta Sigma.

David is a person of compassion – examples of David's selfless service to others are obvious in every area and time of his life. He is friendly, approachable, and one of the kindest people any of us know. David is creative – offering fresh perspective, ideas and solutions to any challenge presented. In all things, David demonstrates integrity and duty, earning the trust of every colleague, friend, and sister and brother along the way. Perhaps most critical to the success of any national leader of our far flung organization, David is a self-starter and gets any job done, motivating himself and others to rise and work for the greater good of all. David embodies the treasured Ideals of Tau Beta Sigma.

Please accept my unreserved recommendation for David Alexander. Any organization would be most fortunate to count David among its leaders, and the Tau Beta Sigma Alumni Association can look forward to its advancement with him helping to lead the way. Please contact me if I can provide any further support of David's candidacy for office. I remain,

Sincerely yours,



David Hammond  
Life Member, Delta Omicron Chapter, Tau Beta Sigma  
Charter Member, Tau Beta Sigma Alumni Association  
Past Member of the Tau Beta Sigma Board of Trustees, 2009-2013

**Karon Miller Hammond**  
7631 Highway 290 W. #418  
Austin, Texas 78736  
512-426-5776 – BU87@aim.com

April 29, 2017

To the Members of the Tau Beta Sigma Alumni Association:

I am honored to recommend David Alexander for a position on the Tau Beta Sigma Alumni Association Executive Committee.

I have known David since March 1999 when he was a member of the Gamma Omega chapter of Tau Beta Sigma at The University of Pittsburgh. I was fortunate to be able to see his leadership skills honed on both the local and the district levels. In 2001 he was elected President of the Northeast District of Tau Beta Sigma. He served admirably and with distinction in this office.

After finishing his time at The University of Pittsburgh, David went on to pursue a career in the restaurant sector working for the Eat-n-Park chain. He worked his way up and became a Training General Manager; during his time with Eat-n-Park, David was very successful and was lauded for his leadership success.

He recently completed his Bachelor's degree while working a full time job. He is now employed as a Customer Relationship Management Sales Coach with the Progressive Insurance Company, having previously served as a Customer Relationship Management Sales/Service Consultant Associate where he received accolades for his work.

I believe that David's combined work experience in the customer service field would be invaluable to the TBSAA. He would bring renewed focus and new ideas on how to move the organization forward.

David loves Tau Beta Sigma and is grateful for the experiences he gained, we would be fortunate to have him serve on the Executive Committee.

If I can be of further help in regards to the recommendation please contact me.

Most Sincerely,



Karon Miller Hammond  
Tau Beta Sigma Past National President, 1999-2001  
Life Member, Iota Chapter  
Honorary Life Member, National Chapter  
Charter Member, Tau Beta Sigma Alumni Association

# *PROGRESSIVE*

April 26<sup>th</sup>, 2017

I am writing this letter of recommendation to wholeheartedly endorse David Alexander for a position on the Tau Beta Sigma Alumni Association Executive Council. He would make an outstanding addition to your team.

David has been at Progressive since November of 2015. In that time, he has shown an aptitude for learning quickly; getting his licensure in Property and Casualty and adapting to both the sales and service sides of the business.

David quickly showed an aptitude for selling and customer engagement while in the role of a blended Sales and Service Consultant and seeing his potential we offered him the role of Coach in December of 2016.

In this role, David is responsible for teaching and developing our newly hired associates. He is performing well in this position; displaying strong attention to detail, solid decision making skills, and an optimism and energy that make him an asset to our organization.

I'm convinced that you would recognize these same attributes in David and that he would be a credit to your organization.

Please feel free to contact me if you need additional information.

Angella L. Goman

A handwritten signature in black ink, appearing to read "Angella L. Goman", written in a cursive style.

Academy Coaching Supervisor,  
Progressive Insurance  
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