

# Timothy Gallant

*Dynamic professional with over 15 years of experience in leadership, operations management, and personalized service within high-touch environments. Known for a meticulous attention to detail, exceptional organizational skills, and a commitment to delivering memorable experiences. Seeking a new challenge where I can bring my expertise to support and enhance the success of a high-profile individual or organization.*

## EXPERIENCE

### **Cobblestone Creek CC, Victor, NY— Director of Membership**

SEPTEMBER 2023 - NOVEMBER 2024

Spearheaded recruitment, retention, and engagement strategies, achieving membership growth targets and fostering a welcoming, inclusive environment.

Developed innovative onboarding processes, ambassador programs, and member surveys to align services with evolving needs.

Enhanced communications across email, website, and social media channels, driving participation and improving member satisfaction.

Led the creation of seasonal event guides, strengthening community perception and event attendance.

### **Locust Hill CC, Pittsford, NY— Club Manager**

JUNE 2022 - SEPTEMBER 2023

Advanced from Assistant Club Manager to lead role within two months, demonstrating operational excellence and leadership acumen.

Improved member satisfaction by 23% through service enhancements and cross-departmental collaboration.

Implemented workforce optimization strategies, reducing labor costs by 12% while increasing employee retention.

Launched comprehensive recruitment and onboarding programs to streamline new member integration.

### **The Saturn Club, Buffalo, NY— Director of Food & Beverage**

JUNE 2020 - JUNE 2022

Directed a 20+ member team, overseeing hiring, training, and performance evaluations to maintain high service standards.

Increased member satisfaction by 35% through strategic service improvements and innovation.

Navigated post-COVID recovery, driving substantial revenue growth and operational efficiency.

### **Oak Hill Country Club, Pittsford, NY— Food & Beverage Manager**

MAY 2016- JUNE 2020

Managed daily operations for all a la carte dining, leading a team of 25 and two assistant managers.

Designed exclusive wine and beverage programs, including private-label offerings, enhancing club prestige.

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## SKILLS

Strategic Planning

Operating Management

Communication & Stakeholder Engagement

Marketing & Communications

Team Leadership

Process Improvement

Budget Management & Cost Control

Confidentiality & Discretion

## EDUCATION / CERTIFICATIONS

**High School Diploma** South Shore Charter School, 2016

**Certified Sommelier** The Court of Master Sommeliers

**CPR/AED Certified** American Heart Association

## REFERENCES

**Mr. Robert Seth** COO The Saturn Club. [rseth@saturnclub.org](mailto:rseth@saturnclub.org)

**Mr. Chad Ellis** COO Oak Hill Country Club  
[chadellis@oakhillcc.com](mailto:chadellis@oakhillcc.com)

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LoVerdi Dental  
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*Additional references available upon request*

