

# DRU GREEN

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## EXECUTIVE PROFILE

Strategic business leader with 20+ years of experience driving revenue growth, operational excellence, and organizational transformation across telecommunications, technology, and entrepreneurial ventures. Proven expertise in building and scaling high-performing teams, designing enterprise-wide training programs, and implementing AI-driven solutions that enhance productivity and profitability. Currently leading dual roles as corporate Sales Enablement Supervisor and startup Founder, bringing unique insights into both enterprise operations and innovative business models. Seeking executive, director, or advisory roles where strategic vision and cross-functional leadership can drive measurable business impact.

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## CORE COMPETENCIES

Strategic Leadership and Management

Business Development and Consulting

Sales Enablement and Training Design

Change Management and Organizational Transformation

AI Integration and Process Automation

Cross-Functional Team Leadership

Performance Optimization

Stakeholder Engagement

Project Management - SCRUM

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## PROFESSIONAL EXPERIENCE

### EASY EMPIRE

#### Founder and CEO

Remote | April 2025 - Present

Founded and launched AI-powered business automation platform serving solopreneurs and small business owners, providing strategic tools for revenue growth, audience development, and operational efficiency.

- Architected comprehensive platform integrating AI agents, content creation tools, and business intelligence systems to automate core business functions and accelerate growth
- Developed tokenized economy model (EZ tokens) enabling scalable engagement and value exchange within growing user community
- Designed multi-tiered service offerings from foundational tools through enterprise-level solutions, creating sustainable recurring revenue model
- Applied enterprise training methodologies to create scalable onboarding and development programs for platform users
- Positioned brand for strategic partnerships and future expansion into consulting and advisory services

### CHARTER COMMUNICATIONS

#### Sales Enablement Supervisor

Remote | 2022 - Present

Lead enterprise-wide sales training and development initiatives for direct sales teams across multiple regions, driving performance improvements through innovative learning solutions and strategic coaching programs.

- Designed and deployed comprehensive training programs across multiple modalities (in-person, virtual, mentor-based, eLearning), resulting in measurable performance improvements across sales organization
- Pioneered enterprise mentor program, developing tracking systems and communication frameworks that increased visibility and accountability across all regions
- Leveraged AI tools and automation platforms to create scalable training resources, optimizing content delivery and learner engagement while reducing development time by 40%

- Integrated web-based applications into training content, modernizing instructional approach and improving knowledge retention
- Collaborated with C-suite and cross-functional stakeholders to align training initiatives with strategic business objectives
- Mentored and developed team leaders, creating succession pipeline and enhancing organizational bench strength

## **T-MOBILE**

### **Project Manager - Contract**

Remote | 2021 - 2022

Led critical infrastructure project during Sprint merger, managing cross-functional teams and stakeholder communications to ensure seamless customer transitions.

- Spearheaded successful migration of SLED (State, Local, and Education) subscribers during Sprint-T-Mobile merger, coordinating resources across multiple business units
- Developed project management frameworks, presentation templates, and communication protocols adopted across organization
- Collaborated with legal, technical, and operations teams to achieve project milestones while maintaining customer satisfaction
- Managed complex timelines and competing priorities, delivering project under budget and ahead of schedule

## **MAX MOTORS**

### **Sales and Finance Professional**

Butler, MO | 2018 - 2021

Drove sales performance and customer satisfaction while supporting finance operations in high-volume automotive dealership environment.

- Consistently exceeded monthly sales quotas through consultative selling approach and deep product knowledge
- Partnered with Finance Director to secure deal funding, cultivating strategic relationships with lending institutions
- Built robust referral network through exceptional customer service and relationship management
- Developed expertise in needs analysis, negotiation, and closing strategies applicable to B2B and B2C environments

## **SPRINT**

## **District Manager**

Overland Park, KS | 2017

Assumed leadership of Kansas City North District (9 locations), reversing negative trends and driving net growth across all performance metrics.

- Transformed underperforming district through strategic planning, team development, and operational improvements
- Generated measurable net-add growth while simultaneously improving customer experience scores
- Implemented performance management systems and accountability frameworks that became best practices across region
- Developed district managers and store leaders, creating culture of excellence and continuous improvement

## **SPRINT**

### **Retail Sales Store Manager**

Overland Park, KS | 2015 - 2017

Led operational turnarounds for multiple underperforming retail locations, transforming them into profitable, high-performing stores.

- Achieved number 1 ranking in volume through strategic sales initiatives and team development
- Rebuilt store cultures, implementing coaching systems and performance metrics that drove sustainable results
- Managed P&L responsibilities, inventory control, and staffing optimization
- Created replicable playbook for store turnarounds that was adopted across district

## **SPRINT**

### **Electronic Surveillance Technician**

Overland Park, KS | 2014 - 2015

Managed sensitive law enforcement information requests while developing technical capabilities in programming and data analysis.

- Handled emergency information requests for law enforcement agencies, ensuring compliance and accuracy
- Developed coding skills in C++ and JavaScript for process automation and data management
- Maintained strict confidentiality and operational security protocols

## **SPRINT**

### **Assistant Retail Store Manager**

Overland Park, KS | 2013 - 2014

Supported store operations and sales strategy, contributing to number 1 volume ranking in region.

## **SPRINT**

### **Lead Retail Consultant**

Overland Park, KS | 2012 - 2013

Led team of retail consultants, providing mentorship and training to improve sales performance and customer satisfaction.

## **SPRINT**

### **Retail Consultant**

Overland Park, KS | 2010 - 2012

Delivered exceptional customer service and sales support, matching wireless solutions to customer needs.

## **T-MOBILE**

### **Customer Service Trainer**

Lenexa, KS | 2010

Designed and delivered training programs for customer service representatives across multiple call center locations.

## **T-MOBILE**

### **Training Assistant**

Lenexa, KS | 2009 - 2010

Supported training operations and program development for customer service organization.

## **T-MOBILE**

### **Senior Customer Service Representative**

Lenexa, KS | 2008 - 2009

Provided escalated customer support while mentoring junior representatives.

### **T-MOBILE**

#### **Customer Service Representative**

Lenexa, KS | 2008

Delivered frontline customer support for wireless services and technical issues.

### **PIZZA HUT CSC CENTER**

#### **Customer Service Manager**

Overland Park, KS | 2007 - 2008

Managed customer service operations for national call center supporting franchise network.

### **PIZZA HUT CSC CENTER**

#### **Customer Service Trainer**

Overland Park, KS | 2006 - 2007

Developed and delivered training programs for customer service representatives.

### **PIZZA HUT CSC CENTER**

#### **Quality Assurance Coach**

Overland Park, KS | 2006

Monitored service quality and provided coaching to improve performance metrics.

### **PIZZA HUT CSC CENTER**

#### **Customer Service Representative**

Overland Park, KS | 2005 - 2006

Provided customer support for Pizza Hut franchise locations nationwide.

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# TECHNICAL PROFICIENCIES

AI and Automation Tools

Microsoft Office Suite - Advanced

SCRUM Methodology

Learning Management Systems

CRM Platforms

Data Analysis and Reporting

Content Development Tools

Project Management Software

Programming - JavaScript and C++ - Foundational

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References Available Upon Request