

Donald W. Littlefield

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Business Manager

- Over 20 years of experience managing in both for-profit and non-profit business models. Talented and self-motivated individual with an exceptional business management track record. Focus areas include tour operations, business development, driver logistics, property management, customer service, inventory control, food and beverage operations, human resources management, and accounting.
- Extensive experience in planning and conducting small and medium-sized events, meetings, and conferences with a concentration in training, instructing, and public speaking.
- Strong administrative background with a wide variety of software platforms, including CRM databases, reservation platforms, word processing, financial management, graphics, and presentation software applications. Web site development including design, content writing, and management. Master of social media utilization for successful and effective business marketing.

Employment Experience

Director of National Operations - Brews Cruise, Inc., Portland, ME **2020-Present**

Minority owner of a craft beverage tour licensing company with over 15 years in business. Leading the direction of the company through major pandemic challenges to tourism. Working directly with 10 different licensed operators throughout the U.S. to help them to develop better products and sell more tours. Overseeing brand development efforts to add licensed operators in new cities across the country.

General Manager - Brew Bus Tours, Portland, ME **2012-Present**

Leading the efforts to grow a brewery tour company from startup phase with one bus in a single location to operations in three states with over 20 employees and a fleet of 8 vehicles. Directly responsible for the development, marketing, and sales of varied products to gross over \$500K annually. Became an authority on beer travel and tourism and led multiple trips to destinations in the U.S. and Europe.

Preload Dispatch Supervisor - United Parcel Service, South Portland, ME **2009-2016**

Created and adapted daily plans for the safe, accurate, and efficient dispatch of stops and packages on up to 75 delivery vehicles and drivers. Prepared daily activity reports on deadline to upper levels of management. Tasked with tracking and monitoring high-value parcels as well as high priority early AM delivery packages. Assigned as the sole management person responsible for Saturday operations.

Sales Executive (Maine) - MICROS Systems, Inc., Needham, MA **2004-2008**

Developed lasting relationships regarding highly technical products and services with new and existing hospitality customers. Created and implemented strategic sales plans to accommodate corporate goals, and prepared sales reports showing sales volume, potential sales, and areas of proposed client base expansion. Responded timely to requests for proposals that included hardware, software, and services.

General Manager - O'Naturals, Inc., Falmouth, ME / Portsmouth, NH **2002-2004**

Served on the management team of the flagship location for a start-up fast-casual restaurant chain. Quickly promoted to serve as the general manager of twenty employees at the newly-built fourth location in the company. Coordinated all restaurant operations including guest satisfaction, point-of-sale system programming, payroll, invoicing, labor scheduling, product supply management, and inventory.

Director of Emergency Services - American Red Cross, Portland, ME **2000-2002**

Provided the leadership, technical expertise, and coordination of all Portland Chapter's Disaster, Armed Forces Emergency, and International Services programs. Managed a volunteer operational disaster team of more than 200 people, including recruitment, training, deployment, and retention.

Sales and Rental Agent - Fishman Realty Group, Inc., Portland, ME **1998-2000**

Acquired and managed property listings at a real estate firm. Duties include marketing, screening, and execution of agreements for buying, selling, and rental of high-end properties in Greater Portland.

Assistant General Manager - Maine Delivery Service, Inc., Auburn, ME **1996-1998**

Managed a corporation with sixty-two employees and a customer base of more than 600 companies, with direct responsibility for all financial, computer, and customer service issues.

Education

Deering High School <i>High School Diploma</i>	1988 Portland, ME
University of Southern Maine <i>Sociology</i>	1994 Portland, ME
CAP National Staff College <i>Maxwell AFB</i> Graduate-level, in-residence course with advanced studies in communications, leadership, and management.	1997 Montgomery, AL

Community Service

Visit Portland, Portland, Maine <i>Secretary, Board of Directors</i>	2017-Present Portland, ME
United States Bartenders' Guild Portland (ME) Chapter <i>Vice-Chair, Board of Directors</i>	2015-Present Portland, ME
Maine Motorcoach Network <i>Vice-Chair, Board of Directors</i>	2019-Present Augusta, ME
Craft Beverage Tour Operators Association <i>Member, Board of Directors</i>	2019-Present Nationwide
USBG National Council of Chapters - Northeast Region <i>Member</i>	2019-2020 Northeast Region
American Red Cross <i>Volunteer Positions</i> <i>Vice-Chair, Maine State Service Council-</i> Responsibility for improving American Red Cross service by enabling all chapters to meet service delivery expectations and standards through cooperative capacity-building efforts. <i>Vice-Chair, Board of Directors. Service Delivery Chairperson</i> - The second highest director position on the volunteer board of directors, with special emphasis and focus on Service Delivery issues.	1988-2000 Portland, ME
Maine Wing, Civil Air Patrol <i>Previous Assignment: Vice Commander</i> Executive-level command of volunteers administering the statewide USAF auxiliary program. Areas of expertise include project management, accountability for more than one million dollars worth of aircraft and vehicles, and public relations. Current grade is Lieutenant Colonel.	1985-Present Augusta, ME

Awards

- *Carl A. Spaatz Award* - Civil Air Patrol's highest award earned by less than .05% of all cadets.
- *Gill Robb Wilson Award* - Civil Air Patrol's highest senior member award.
- Portland Chapter, American Red Cross *Volunteer of the Year Award*.
- NER Staff College *Lamplighter Award* - Presented by peers at an executive staff college for outstanding leadership skills and abilities.

Certifications

- Commissioned as a Notary Public, State of Maine, through August 27, 2027.
- Holder of a Commercial Drivers License (Class C) with Passenger Endorsement.
- Amateur Radio Communicator with *FCC Amateur Radio license*. (Call sign AA1ZY, Extra Class).

References

Available upon request