



REBECCA M. BORDENET- FRENCH

General Manager/ CPht, ABC

She/ Her/ Hers

COVER PAGE

The following packet contains:

- Cover Page
- Resume
- References

Kindest Regards,
Rebecca French



Contact Information

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74 Bob White Drive

Manchester, TN 37355

REBECCA M. BORDENET- FRENCH

General Manager/
CPHT,CWP, ABC

She/ Her/ Hers

Highly motivated and results-oriented professional with a proven track record of success in improving operational efficiency and creating a positive and inclusive work environment. Successfully reduced audit violations and decreased shrink through implementing robust internal controls and conducting thorough investigations.

Created a diverse and inclusive company culture that resulted in increased employee engagement and reduced turnover. Built and led high-performing cross-functional teams, achieving successful project launches and exceeding key performance indicators.

Passionate about delivering exceptional customer experiences and exceeding client expectations.

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CAREER BACKGROUND

General Manager- Agency Benefits Co, Human Resources

Manchester Coffee County Conference Center (July 2015 -June 2025)

A passion for community development and a commitment to excellence. The contributions listed below have had a significant positive impact on the Manchester Coffee County Conference Center and the surrounding community.

Key Responsibilities:

- Financial Management: Cost accounting, general accounting, and budget management.
- Fiscal accountability and reformation.
- Revenue generation through partnerships and client expansion.
- Human Resources: Benefits administration.
- Recruitment, hiring, onboarding, and employee development.
- Coaching, training, and performance management.
- Building a positive and inclusive work culture.
- Implementing best practices for employees with barriers.
- Operations Management: Grounds and building maintenance.
- Safety protocols and risk assessment.
- Capital planning and project oversight.
- Community Engagement : Collaboration with local and regional stakeholders (elected officials, hotels, Chamber of Commerce, etc.).
- Addressing community concerns and fostering regional development.
- Strategic partnerships and market analysis.
- Program Development: Creating programs for students and adults with disabilities.
- Workforce development initiatives.

Impact and Significance:

- Enhanced Center Performance: Improved financial stability and revenue growth.
- Increased operational efficiency and safety.
- Enhanced employee satisfaction and productivity.
- Community Development: Fostered regional collaboration and economic growth.
- Improved accessibility and inclusivity for individuals with disabilities.
- Enhanced workforce development opportunities.
- Leadership and Innovation: Demonstrated strong leadership, strategic planning, and problem-solving skills.
- Proactive approach to market trends and competitive challenges.
- Creation of a positive and impactful vision for the Center's future.

Skills and Qualities:

- Financial acumen: Strong understanding of accounting principles, budgeting, and financial analysis.
- Human resources expertise: Proficiency in recruitment, onboarding, training, and employee relations.
- Leadership and management: Excellent communication, interpersonal, and team-building skills.
- Strategic planning and vision: Ability to analyze market trends, develop strategic plans, and drive organizational growth.
- Community engagement: Strong networking and relationship-building skills with diverse stakeholders.
- Problem-solving and adaptability: Ability to address challenges effectively and adapt to changing circumstances.
- Passion for community development: A strong commitment to improving the community and supporting individuals with disabilities.

Registered culinary apprenticeship creator, educator, trainer, and implementation/ reporting, 1st in Middle Tennessee, rolled out May 2024. Guest experience apprenticeship accredited in April 2025.

Assistant Store Manager, CPht

Walgreens (March 2008 - December 2015)

Successfully led and implemented five new initiatives within a twelve-month period, demonstrating strong project management and execution skills.

- Enhanced team engagement: Motivated and empowered team members to achieve organizational goals.
- Improved store operations: Streamlined daily operations, addressed store-specific needs, and ensured efficient workflow.
- Led Customer Centric Retailing (C.C.R.) initiative: Successfully led a team of 18 employees across 37 Middle Tennessee stores, driving customer satisfaction and resolving customer service issues.
- Community engagement: Organized and participated in community events focused on health and wellness initiatives.
- Financial management: Developed and managed budgets, ensuring adherence to financial targets.
- Employee development: Coached and mentored employees, utilizing key performance indicators (KPIs) to track progress and drive performance improvement.
- Enhanced professional development: Obtained Pharmacy Technician Certification Board (PTCB) certification and ensured HIPAA compliance.
- Improved store safety: Mitigated shrink and ensured compliance with OSHA regulations.

AWARDS

2025- South Central Tennessee Tourism Association- Venue of the Year.
2024-Tennessee Tourism TNHTA General Manager of the Year.
2024- State of TN Dept. of Human Resources Employment First Recipient
2024- VFW 10904 Military Support Award
2023- State of TN Dept. of Human Resources Employment First Recipient
2022- The Other Award- Manchester Area Chamber of Commerce
2021- 40 under 40 Tullahoma Chamber
20217-2022- Recipient of \$268,000 in grants to date
2020- Tennessee Rehabilitation TRC, Increasing access and Opportunity Award
2019- Nominated for Woman Impacting the Community Award- Tullahoma Chamber
2017- Manchester Tourism Partner of the Year
2015- CEO Award Winner, Walgreens
2015- VFW 4188 Appreciation Award for Veteran Event and Outreach.

PREVIOUS EDUCATION

University of Tennessee , UTIS 2019,2022, 2023, 2024

Tennessee Certified Economic Developer (TCED) facilitated by the Center for Industrial Services Institute for Public Service (UTCIS)

Basic EconomicDevelopment Course- 2019
Smart Talent Systems- 2022
Embracing Generational and Cultural Differences- 2023
Optimized People Systems-2024

University of South Florida Muma College of Business, 2021

Diversity, Equity, and Inclusion in the work place. This course covers hiring, training, promoting, accepting, and redirecting DEI initiatives in the workplace.

CPht Certified Pharmacy Technician -2003-2015/ TN licensed

National Credential with accreditation to work efficiently with pharmacists in a healthcare setting.

Motlow State Community College/ Southwest Texas State University

Family and Consumer Science Studies 2001, *current student* 2025
Smyrna, Tennessee - Uvalde, Texas 2000-2001

FEMA

Emergency Management-Independent classes offered by FEMA for mass gatherings and public safety. These classes help with emergency response for events. Transcripts available.

AFFILIATIONS

Greater Area Manchester Economic Development Council- Appointed 2019 six-year term.

BonnarooWorks Foundation- 2024 to present collaborates with the foundation's Director to oversee the non-profit's initiatives.

State Rehabilitation Council- Appointed by Governor Bill Lee 2019 to 2024, reappointed 2021 for a three-year term. **Chair-** January 2022, 2023.

Co-Chair, State Rehab Council Diversity, Inclusion, and Racism Committee- 2019 to 2022.

Lawn Session Music Festival, Lynchburg, Tennessee- production

Partners for Healing 2013 to 2021. Emeritus. Board Member, Executive Board Member, Current Role- Past President (3 years). Free Medical care, including mental health services, for the Working Uninsured in Coffee, Franklin, and Moore County
Coffee County Childcare Center 2015 to present. Board Chair and CEO (Low-income daycare serving children in foster systems, disabilities, and public funding, Coffee County's oldest daycare), Manchester, TN

Coffee Cares- 2022-2024 non-profit working to make healthcare more accessible by breaking down barriers to increase patient adherence.

Coffee County High School Advisory Committee- 2019 to 2022- workforce development/ training/ planning/ mentor

Motlow Ladies Philanthropic Society- 2022- The Primary focus of the MLPS is to provide scholarships for women 23 and over who do not qualify for the HOPE scholarship, and often do not receive financial aid, with educational expenses while also encouraging and mentoring.

Pilgrimage Festival Artist/Credential check-in 2017, 2018, 2019 Franklin, TN

V.F.W. Auxiliary Member post 4188 2012 to present, Tullahoma,

The Other Fest co-producer 2021, after Bonnaroo was canceled, was the key community

members put on a music festival locally within 72 hours.

MusicTree Festival Event Organizer 2012, 2013, 2014, 2017 Manchester, TN

One Day of Hope Community Outreach (Medical Tent) Manchester, TN 2014, 2015, 2016, 2018, 2019