

BEN SENTER

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CUSTOMER EXPERIENCE | TRAINING | COMMUNITY PROGRAM LEADERSHIP

Program leader and customer-service manager with 20+ years in community education, youth development, client service, and operations. Founded a professional training initiative; delivered 70+ trainings to 1,000+ participants and supervised 250+ people throughout my career.

Founder and Facilitator | The Perception Check | Current

- Designed and delivered an interactive professional-learning framework for educators and youth-serving adults.
- Created workshops, facilitator guides, scenario-based learning, participant resources, and practical tools.

Program Coordinator | Open Doors Academy | Cleveland, OH | 2025–Present

- Coordinate middle-school programs, staff, family communication, operational plans, and community partnerships.
- Design enrichment activities, curricula, and staff learning resources; adapt offerings to participants' needs.

Community and Education Manager | Cleveland Play House | Cleveland, OH | 2021–2024

- Developed school partnerships, volunteer programs, education initiatives, and program evaluation measures.
- Supported funding strategies and represented programs at conferences and community events.

Customer Service Manager and Office Manager | The Pike Agency | Richfield, OH | 2018–2021

- Managed office operations, customer service, and client inquiries.
- Coordinated customer support and sales inquiries to support timely resolutions.

EDUCATION

Bachelor of Social Work, Western Michigan University | Associate Degree in Communications, Kalamazoo Valley Community College