

David P. Touhey, CVE



EXECUTIVE LEADERSHIP – STRATEGIC CONSULTANCY – BUSINESS TRANSFORMATIONS

Results-driven Executive with progressive +30-year career offering innovative leadership for constantly changing dynamics within venue management in the event & entertainment industry to reduce costs, increase efficiencies, and maximize profitability.

- **Executive Management:** Led Capital One Arena to maintain rank as 1 of the Top 20 buildings worldwide by championing process improvement, innovation, and training.
- **Strategic Advisory:** Orchestrated complex logistics, while ensuring utmost safe, efficient, and on-budget operations of 4 venues for Monumental Sports & Entertainment.
- **Profitability Improvement:** Increased the number and profitability of events through improved deal structure and expense reduction.
- **Innovation:** Tested and introduced cutting-edge technologies and products into building operations via partnerships with educational, private, and government entities.
- **Problem Solving:** Leveraged quick-learning abilities, unique perspectives, and technologies to capture more revenues and drive operations to the next level.

*Operations Leadership
Business Turnarounds
Project Management
Sustainability Efforts
Risk Management
New Product Testing
Strategy Development
Logistics Improvement
Crisis Management
Capital Improvements
Contracts Negotiations*

PROFESSIONAL EXPERIENCE

Connett Consulting, Alexandria, VA

2021–Present

Principal

Created a consulting firm to provide strategic and operational guidance to sports and entertainment owners and operators as well as products and services that primarily involve the sports and entertainment space.

- Advise venue owners and operators on strategic planning and initiatives to increase revenue growth and operational efficiency.
- Review and assess operating conditions and processes for various events and venues to ensure a positive customer experience.
- Strategize with products and services on business development and operational processes to maximize effectiveness.
- Collaborate with venue owners, architects, and project managers to ensure operational efficiency in plans for new construction and major renovation.
- Review and evaluate innovative product solutions for use in sports and entertainment venues and advise on implementation.
- Advise venues on best-in-class management standards for overall operations, booking and guest experience and strategize how best to implement.

Monumental Sports & Entertainment, Washington, DC

2016–2021

President, Venues

Hand selected to provide visionary leadership for facility operations at Capital One Arena, EagleBank Arena, MedStar Capitals Iceplex, and Medstar Wizards Performance Center. In charge of IT, Facility Resources, and Technical & Broadcast Operations teams.

- Negotiated strategic deals, ranging from \$500K to \$60M, that reaped solid financial and political rewards for MSE.
- Drove +\$65M in construction and capital improvement projects over 3 years, with no interruption in sporting/concert events.
- Designed and built out NBA practice facility on time and budget in collaboration with partners, architects, and construction team.
- Hosted Stanley Cup Championship parade for 100K+ attendees with 4 days to plan, while concurrently holding Stanley Cup Playoffs.
- Led organization through upheaval and uncertainties of onset/development of global pandemic and smooth restart of events.
- Opened first-ever onsite Sports Book during pandemic—pivoting plan to overcome challenges and achieve record-breaking results.
- Spearheaded customer service program that ultimately led to a JD Power Guest Experience best-in-class award in 2017.
- Won Green Sports Alliance Innovators of the Year award in 2017 for sustainability with solar power and carbon offsetting credits.

Verizon Center (now Capital One Arena) | Monumental Sports & Entertainment, Washington, DC
SVP & General Manager

2010–2016

Tapped to provide strategic direction for restructured NBA and NHL venue/organization with new ownership. In charge of facility operations, box office, event booking, engineering, F&B, housekeeping, marketing, event production, guest relations, and security.

- Developed and executed 5-year Capital Improvement Strategic Plan updated policies/procedures by conducting SOPs Audit.
- Implemented incident management system, event management system, training program, and improved security system.
- Boosted customer satisfaction and employee morale by developing comprehensive training program and reward/incentive plan.
- Awarded city-wide and large-scale events, including high-profile NCAA contests, that delivered positive economic impact to area.
- Oversaw planning, development, construction, and opening of premium club space in <7 months on time and within budget.
- Nurtured and strengthened key relationships in the music and live entertainment industry, as primary MSE representative.

MCI Center/Verizon Center (now Capital One Arena) – Washington Sports & Entertainment, Washington, DC
Vice President, Booking & Entertainment

2004–2010

Rapidly increased event revenue YoY—producing, negotiating, and booking new business in a massive market for all WSELP facilities. Brought a wide array of innovative and premier events to building, in coordination with NBA, NHL, WNBA, and Georgetown schedules.

- Secured Presidential Inauguration Events 3 consecutive times, and new family shows which included first-time ever, Monster Jam.
- Recouped revenue by devising plans that filled 6 dates left vacant by NBA/NHL lockout, double the number of most buildings.
- Automated manual calendar date tracking system which dramatically improved efficiencies and communication channels.
- Created new system that evaluated financial performance of events and expedited settlements with show promoters.
- Served as interim VP of Marketing for 5 months. Built and led highly effective Event Marketing and Public Relations teams.

University of Miami Convocation Center | Global Spectrum, Coral Gables, FL
General Manager

2002–2004

Initially hired to serve as owner’s representative during construction of \$50M, +7500-seat multi-purpose arena, and then oversaw all operational aspects of new on-campus facility. Successfully opened building and attracted outside events to the venue.

- Developed and executed comprehensive FF&E plan for purchase, delivery, and installation within budget and time constraints.
- Ramped up staff—hiring, onboarding, and training 11 FTEs and ~ 200 PTE in operations, box office, guest relations, and finance.
- Surpassed expectations—securing 4 outside events in first 90 days and 8 total in 7 months by partnering with key stakeholders.

James L Knight Center | Global Spectrum, Miami, FL
General Manager

1999–2002

Promoted in just 6 months to oversee all aspects of underperforming 4,000-seat venue and 20,000 sq. ft. exhibition hall. Hit the ground running—turning around operations by establishing financial/operational controls and restructuring/retraining staff.

- Stepped into lead transformation of organization to pass internal financial & operational audit, after previous years’ failed attempt.
- Grew revenue and cut expenses by maximizing calendar to book more events and improving workflows to increase efficiency.

Teaching Experience:

THE GEORGE WASHINGTON UNIVERSITY, Washington, D.C. (9/2005–12/2009)

Adjunct Faculty – School of Business Sport Management Program

GEORGETOWN UNIVERSITY, Washington, D.C. (1/2009–5/2010)

Adjunct Faculty – School of Continuing Studies, Sports Industry Management

EDUCATION

UNIVERSITY OF MASSACHUSETTS, Amherst, MA
Isenberg School of Management – Mark H McCormack Dept. of Sport Management
Bachelor of Science Degree

ADDITIONAL CREDENTIALS

CERTIFICATIONS

Certified Venue Executive – International Association Venue Managers

BOARD MEMBERSHIPS

Destination DC Board of Directors, Vice Chair (2011–2020)
Penn Quarter Neighborhood Association, Board Member (2011–2021)
Downtown BID, Board of Directors (2019–2021)

PROFESSIONAL AFFILIATIONS

Arena Network, Executive Committee Member (2006–2016)
International Assoc. of Assembly Managers, Membership Committee Chair (2006–2010)
International Assoc. of Assembly Managers, Industry Affairs Council Vice Chair (2019–Present)

HONORS & AWARDS

2017 Sports Business Journal Power Player – Venues