

IFA Vice Chair; COO of Franchise Brands, Neighborly

Mary oversees the ongoing business operations within Neighborly. Working hand-in-hand with 17 brand presidents, she leads the execution of strategies. Prior to her appointment as COO, Mary served as executive vice-president of Neighborly and president of Mr. Rooter® for nine years.

## **Former United States Marine & Successful Franchise Owner**

Mary served eight years in the U.S. Marine Corps as a logistics officer. She began franchising 27 years ago as a multi-unit franchisee at Cookies by Design. As a franchisee, Mary's locations led the company in market penetration and sales, earning numerous top performer awards. After successfully selling her franchises, Mary joined the corporate headquarters to build their field support program, eventually leading the brand as its president.

Under Mary's leadership, Mr. Rooter® was included in Entrepreneur Magazine's Franchise 500, Franchise Business Review's Franchisee Satisfaction Award, PHC News Top 100 Contractors and USA Today's Top 50 Franchises for Veterans. As president of Mr. Rooter®, U.S. Business Review selected Mary as one of its Editor's Choice Executives of the Year.

The International Franchise Association (IFA) awarded Mary the Bonny LeVine Award, IFA's highest award for women who have made an impact on franchising and the Crystal Compass award for extraordinary leadership in franchising. A certified franchise executive, Mary serves as a trustee for the IFA's Educational Foundation.

Mary graduated from the University of Texas in 1984 with a bachelor's degree. In 2002, she completed the mini MBA program in franchise management from the University of St. Thomas College of Business.