

**Darol Lain** | *President*

Darol Lain has been president of ClubReady since 2018 when the company was acquired by Battery Partners. Under his leadership, ClubReady has more than doubled while focusing on the boutique fitness studio market. Darol has more than 25 years of executive leadership experience in emerging technology companies. He holds bachelor's and master's degrees in economics from the University of Wyoming. ClubReady is the leading provider of full-suite boutique fitness studio management software and services. Founded in 2009, ClubReady's Fitness Management Platform provides clients a full membership engagement experience to attract, retain and better serve their members. ClubReady serves more than 4,000 fitness studios across North America representing approximately 1.4 million members and transacting over \$1.5 billion in annual payments.

**Chad Dobda** | *VP of Engineering*

Chad is a technology leader with more than 20 years of experience leading successful teams in architecting and delivering enterprise SaaS applications. With a strong technology background in architecture, compliance, and databases he strives to drive teams, projects, and agile processes to successful realization of enterprise aligned goals. In addition to technology, Chad has a passion and significant background in the payment processing space, spanning multiple markets including fitness, k-12 education, healthcare, senior living, and retail.

**Drew Surprenant** | *Director of Account Management*

Drew is the Director of Account Management and Strategic Partnerships at ClubReady LLC. With over 15 years in the fitness industry streaming from fitness programming, business development and SAAS software sales, Drew drives retention and revenue growth for the company. Drew has a versatile background working in multiple different software markets and within the Health Club Industry. His drive for wellness and success of the clients keeps him moving through the portfolio. Alongside his team, Drew promotes the ClubReady products to customers looking to expand and broaden their community reach. His passion for people, expansion and health make him a pivotal member of the ClubReady team.



## **Douglas LaPointe** | *Director of Product Management*

Douglas is Director of Product Management at ClubReady. He is a skilled product management professional with over 29 years of experience directing the design, development, and implementation of innovative solutions. His accomplishments span multiple sectors including fitness, hospitality, airlines, rail, cruise lines, car rental and air cargo. He is a commercially oriented leader with an entrepreneurial spirit and eye-for detail. He is also a small business franchisee and knows firsthand the value of solutions that make doing business easier and more efficient.



## **Julie Yates** | *VP of Customer Experience*

Julie is ClubReady's Vice President of Customer Experience with 25 years of multi-industry experience in product management, customer success, and technology. Julie brings a passion for continuous improvement and building delightful customer experiences - combined with a track record of operational excellence, process improvement, and program management. By focusing on improving the experience throughout the customer journey, ClubReady customer experience & success teams help our customers focus on growing their business and in turn delighting their customers.



## **Chris Gallo** | *VP of Sales*

Chris Gallo is the Vice President of Sales at ClubReady. He was part of the foundation of CR and joined the organization at its inception in 2007 while still owning and operating Health Club Development Co., a small consulting and fitness member experience research-based business. Chris is the co-Founder and former CEO of O2 Fitness, which has evolved into a successful 30 club chain over the last 21 years and are existing ClubReady clients. Gallo's Master's thesis at UNC Chapel Hill was based on Exercise Psychology and Adherence. This propelled him to years of speaking engagements at IHRSA conventions, feature articles in CBI and Club Industry, and a variety of webinar series all based on thousands of Member Satisfaction surveys from members of some of the industry's most prominent brands; a true hobby and passion.

**Nancy Noonan** | *Controller*

Nancy Noonan is ClubReady's Controller, overseeing financial accounting and operations. With her EA Tax License, and over 30 years of experience in accounting and tax including 11 years in SaaS in the Fitness Industry, Nancy manages all processes related to payments, remittance, auditing, and compliance. Working with the franchisors and corporate offices of ClubReady's largest clients, Nancy developed the remit, banking, and franchise management processes and workflows. Along with her work on the United States financial operations, Nancy also set-up the ClubReady corporation and sales tax return systems in Canada. Her experience also extends across numerous tax and other software systems including Intaact, Salesforce.com, Quickbooks, and Peachtree.