Patrick Brown, Director of Retail Operations, describes himself as a low-key laid-back individual; he has a good sense of humor, likes to laugh and usually rolls with the punches.

In his role at Service Systems Associates, Patrick is tasked with managing the daily operations of the Retail Division, travelling to retail locations and providing feedback and direction, while helping our teams be successful. The favorite part of his role, however, is motivating and inspiring leaders to constantly challenge their business: to build great teams, to create accountability for action and to foster an environment of learning, communication and FUN!

Travelling often, it’s hard to maintain a good diet, and Patrick has had the common ups and downs of waist size. In the last 11 months, however, he has lost over 50 pounds by sticking to a diet and running program. He traded high-carb lunches for salads, sugar for fruit. He tries not to cheat too much, but admits that he is only human. Also, Patrick never thought he would be running 5k on a regular basis, but does so two to four times each week. Patrick said that his love of gadgets has helped make his exercise regimen easier to accomplish. When it’s cold outside (or when he is at a hotel), he runs on a treadmill; when home, he likes running in the open spaces near his home. Wherever he runs, he has his Android phone strapped to his arm measuring every last metric. Yes, Patrick is a geek, and proud to say if it’s a gadget or about technology, he has long been fascinated with helicopter flight. At one time, he was headed in the direction of becoming a helicopter pilot, but he was “grounded” by other opportunities that came his way. After high school graduation, he worked full-time as a Sales Associate at Brookstone while enrolled at the University of Utah, where he studied finance with the plan to become a banker. Upon graduation, he immediately enrolled in the master’s program, earning his MBA in 1993. He said earning his master’s degree without a break was one of the smartest things that he ever did as he thinks he may not have gone back if he had jumped into his career right away.

While in college, Patrick fell in love with the retail industry. When he stood at graduation, he realized it was working with people and customers in the retail environment that most appealed to him. While not a banker, he uses his degrees each and every day, and doesn’t regret his decision one bit. Patrick worked for Brookstone for 18 years (with a four-year stint at Williams-Sonoma in the middle) before joining the K-M/SSA family in May 2010.

Patrick was quick to add that marrying his wife was ALSO one of the smartest things he has ever done. They currently have four children (both biological and adopted): two boys, Wes (15) and Everett (7) and two girls, Lidiya (6) and Natalia (3). The girls were adopted from Ethiopia and came home in 2012 and 2010, respectively. Needless to say, the house is loud and crazy much of the time.

In his free time, Patrick enjoys listening to, and playing, music. His tastes run the gamut. Some days, it’s techno, other days The Eagles. He also plays the piano and guitar and enjoys times when the family gathers to play and sing. As a gadget lover, Patrick ranks the DVR as a must-have for anyone with little time to sit in front of a television when shows are actually airing. His favorite shows include the political drama, West Wing (he can practically quote every episode, and he’s said it is no longer on the air), as well as the popular reality series Top Chef and sitcoms like Modern Family and The Big Bang Theory.

His family loves camping and hiking in the mountains of Colorado and Southern Utah, especially since having a pop-up trailer makes it easier. In addition to camping, they love the sun and surf of the Caribbean, often trading the camper for a cruise ship and island shores. Patrick and his wife even got married in St. Maarten. His wife has long had the goal of visiting all seven continents during this lifetime, a goal that Patrick has gladly adopted, and one that they have almost attained. “We have made it to five so far! Australia and Antarctica still remain.”