

Experienced Executive Leader

Experienced nonprofit executive leader with a vision to transform and grow service organizations by analyzing business drivers to create innovative solutions, develop strategies that influence partners, and build staff buy-in.

Areas of Expertise Include:

- Board/Fund Development
- Capacity Building/ Business Dev.
- Financial Management
- Redesigning Business Process
- Staff Management
- Leading and Developing Teams
- Community Outreach
- Program Design & Development
- Partnership Development

KEY ACCOMPLISHMENTS

Visionary Leadership: Developed and implemented two strategic plans for MENTOR New York that tripled the program services portfolio and increased revenue by 78% in 5 years.

- During COVID-19, quickly pivoted services and expanded offerings to be responsive to challenges programs and young people faced that increased the program portfolio by 40% and practitioner engagement by 85% over 19 weeks.

Executive Coach: Provided executive coaching and leadership development support to over 60 CEO/Executive Directors seeking to resolve critical business, staff, and financial challenges their organizations faced, resulting in 90% reaching their desired personal and business objectives due to the executive coaching partnership.

Business Planning: Successfully facilitated, drafted, and finalized at least 35 business plans for nonprofits and private enterprises with budgets starting at \$300,000, resulting in the development of new business lines and at least a 5% increase in revenues and service goals articulated in each plan.

Fund Development: Raised over \$15 million through workplace campaigns, direct donor solicitations, grants, fee-for-service contracts, and events.

Organizational Assessments: Conducted over 100 extensive organizational assessments, which informed their business plans, standard operating procedures, program design, and staff structures.

New Business Start-Ups: Started two successful nonprofits and developed their organizational design and operational strategy. This process included facilitating the CEO search, board development, and implementation of program strategy. Each agency has over ten years of existence, stable leadership, multi-million-dollar budgets, and serves thousands of clients annually.

- In 2017-2018, guided Mentor New York through 501©3 independence from its parent company built new financial management and human resources infrastructure with no loss of assets or resources.

Mergers, Acquisitions, and Closures: Consulted in the closures of 5 nonprofit agencies, ensuring each organization's finances, staffing, and legal obligations were correctly dissolved. Facilitated three mergers/acquisitions, resulting in a 45% increase in new revenue, streamlining program services, and expanding community outreach.

PROFESSIONAL EXPERIENCE

MENTOR New York CEO

7/14-Present
12/19-Present

- Increased board engagement resulted in a 25% increase in funding revenue and the board driving strategic vision to build long-term sustainability and diversify the board.
- Increased corporate partnerships and funding by 65%, which allowed the expansion of our service portfolio and amplified our brand
- Increased program client portfolio by 40% and expanded our reach to include programs and youth development organizations beyond New York City by 10%
- Developed and implemented the MENTOR New York Racial Justice Framework to drive racial equity and inclusion across the New York state mentoring movement resulting in the development of tools and resources to support programs that increase our service offerings.
- Created major initiatives locally and nationally that created innovative solutions to solve strategic challenges the mentoring movement faces, resulting in increased advocacy, mentoring opportunities, and mentor engagement.

PROFESSIONAL EXPERIENCE (cont.)***Director of Operations and Growth Strategies*****7/14-12/2019**

- Developed and executed a 4-year tactical plan that mapped and assigned accountability, resulting in statewide expansion of services, double-digit revenue growth year to year, increased staff positions, and a satellite office in Western New York.
- Increased operating budget by 78% in 5 years, which expanded services and staff capacity resulting in a 45% increase in children served through mentoring programs across New York State.
- Redesigned staff structure and service structures to create greater efficiencies and take services to a statewide scale, resulting in a 50% increase in our mentoring program portfolio.
- Completed the organization's first annual audit with no exceptions or recommendations.
- Responsible for daily management and oversight of a growing enterprise.
- Provided oversight of Human Resource functions, including benefits, payroll, management, and staff recruitment and retention.
- Managed and oversaw all operational and financial processes, including becoming financially independent from our national parent organization and creating and managing the financial systems/controls.
- Led a board committee through the process of re-branding the organization by developing a marketing and communications strategy for the successful roll-out of the new brand image.
- Designed and implemented a workflow management system for the organization by customizing Salesforce to meet our program and donor tracking needs.
- Provided oversight for all technology platform design, management, and implementation.
- Implemented major National Mentoring initiatives locally to support scaling mentoring in New York State.

Big Brothers Big Sisters of America, Philadelphia, PA**1/06-11/13*****Associate Director of Agency Development, Northeast Region***

- Consulted for 146 affiliates in the northeast region. The support resulted in a consistent 5% growth in revenue and program growth from 2006-2009, resulting in an additional \$400,000 and 30,000 children served annually.
- Lead consultant to assigned agencies considering mergers, resulting in five (5) successful affiliate mergers in the region and one multiple nonprofit agency merger.
- Conducted executive coaching to newly hired CEOs and restructured leadership teams and boards, resulting in organizational shifts that generated double-digit growth in total children served and revenue in each agency.
- Acted as Interim Director for NE Region from January to November of 2007; managed two consultants, developed and implemented the regional strategy while interfacing with other departments to create quality management resources for affiliates.

Girl Scouts of the USA, New York, NY**1/01-12/05**

Held three positions in the organization that progressively increased the scope of the responsibility and oversight of major national projects focused on increasing girl and volunteer membership through capacity building and niche market outreach.

- Co-managed a \$1.9 million project that examined and developed alternative administrative volunteer models.
- Contributed to published research, *Voices of Volunteers Ages 18-29*.
- Provided grant management for \$400,000 RFP, providing local affiliates with funding to build alternative volunteer management models.
- With a cross-functional team of management consultants, conducted organizational assessments of low-performing councils and provided consulting services. Services included restructuring volunteer outreach and diversifying girl membership which resulted in a 30,000 membership increase over three years.

PROFESSIONAL EXPERIENCE (cont.)**United Way of Essex and West Hudson, Newark, NJ****6/98-12/00**

After two federal campaign seasons, was promoted to Director of Public Sector Campaigns, responsible for the statewide management of the Combined Federal Campaign, which averaged \$1.8 million.

- Managed a full-time staff of one and a part-time volunteer staff of 12 while also overseeing a \$300,000 budget.
- Managed the recruitment, retention, and training of a 22-member campaign volunteer committee.
- Organized and executed annual recognition reception for over 600 volunteers.

EDUCATION**The University of Charleston, Herbert Jones School of Business and Leadership**

Doctoral of Executive Leadership, Ph.D. Candidate, Expected Defense August 2023

New York University, Robert F. Wagner School of Public Service

Master of Public Administration, Specialization in Public and Nonprofit Management & Policy

Seton Hall University, College of Arts and Science

Bachelor of Arts in Psychology

LEADERSHIP

- Recipient of [MENTOR Amplify Award: Fostering Local Field Leadership](#).
- Recipient of 5 Stevie Awards for Women in Business. – *Government or Nonprofit– 10 or Less Employees for innovation, leadership, and organizational excellence*
- NationSwell Council Member, Since 2020
- MENTOR Affiliate Advisory Council (MAAC) Member, 2019-2022, Chair 2020-2022
- Board President, *AllCare Provider Services, Inc.*, 2010-2016
- Board Treasurer, *Latinas United for Political Empowerment (LUPE) PAC*, 2010-2013
- Recipient of Comité Noviembre, “Lo Mejor de Nuestra Comunidad”: “The Best in Our Community” Award 2010
- Recipient of *El Diario/LA PRENSA Latinas Destacadas 2004* Award

SPEAKING ENGAGEMENTS

- Hofstra University & Girl Scouts of Nassau County: How to Network & Find the Right Mentor
- Developed and hosted MENTOR New York Wellness Webinar Series: featuring experts providing advice during these challenging times <https://www.mentornewyork.org/panel-series>
- Girl Scouts of Nassau County Girl Leadership Virtual Forum- Lead Parent Workshop focused on supporting girl activism
- [MENTOR 2022 National Mentoring Summit\(Virtual\)](#), Open Plenary Speaker, Conversation with MENTOR National CEO, Over 2,000 practitioners in attendance, the conversation starts at 6:34
- Podcasts: focused on mentoring, leadership, partnership, DEI
 - [Mentor Chat: Where Youth Live, Learn, Work, and Play](#)
 - [Nonprofit Jenni Show: 82. Keep Your Staff and Board Engaged with an Inclusive Culture](#)
 - [Nonprofit Jenni Show: 76. Tips for Pro Bono Relationships, Plus Some Nonprofit Resources](#)
 - [Memory Fox: Storytelling with a Purpose: Building a Culture of Mentorship In Your Nonprofit](#)

SKILLS

- Fluent in Spanish
- Proficient in Microsoft Word, PowerPoint, and Excel; Internet Savvy
- Trained to deliver and consult Appreciative Inquiry methods, Partnering Intelligence, and Change management
- Trained to administer, analyze, and consult from *Human Synergistic, Inc.* Assessment-Organizational Effectiveness Inventory and Organizational Cultural Inventory
- Expert in Mentoring best practices, youth development, and corporate/business mentoring