

Qualifications for...Management • Development • Public Relations • Marketing • Training

Dynamic, results-driven professional with an M.B.A., 18 years of experience in volunteer leadership positions, and 13 years in the not-for-profit arena, spanning operations/project/program management, development, public relations, marketing, and training, for diverse organizations of all sizes. Confidently directs the efforts of all levels of staff. Fiscally astute; has controlled annual budgets of over \$850,000. Articulate communicator who exhibits outstanding strengths as a writer, instructor, and public speaker. Career history showcases a dedication to helping others better themselves and achieve their goals. Software skills include Microsoft Office, Adobe Creative Suite, HTML and more. Expertise encompasses:

Idea Generation	Policy Development	Human Resources	Curriculum Design/Delivery
Strategic Planning	Budgeting	Team Facilitation	Event Planning
Organizational Change	Conflict Resolution	Fundraising	Graphic Design

CAREER TRACK

VARIETY CLUB OF TEXAS – TENT 17 (A.K.A. VARIETY THE CHILDREN'S CHARITY OF TEXAS)

Executive Director2006 to Current

Solely responsible for the day-to-day operations of a statewide children's charity inclusive of fundraising, program implementation, accounting and more. Spearheaded the organizations change from a pass through foundation style organization to a direct service charity. Created and implemented several new program offerings. Increased Variety's awareness through television, radio, print and online impressions.

- Grew organizations audited total revenue by 98% in four years, increased program services dollars by 166% in four years during an 18 month recession.
- Took the lead role in an extensive review of organizations program offerings and led the development of a revamp line up of existing program while creating several new programs.
- Led the organization, and made presentations on its behalf, to its first Heart of Variety Award nomination in 10 years in 2008, to be followed up again in 2009, and was awarded the Silver Award in 2010. Texas was the only group to be nominated each of those three years.

THE MENDED HEARTS INC.

Field Services Director2005 to 2006

Managed the operations of approximately 285 local chapters. Served as a staff liaison to five national committees. Facilitated monthly updates and training calls for elected regional leaders and members of the Board of Directors. Initiated and maintained cooperative relationships with other non-profits as well as various for-profits to advance the Mended Hearts mission. Assisted in the development of new chapters and programs.

- Redeveloped and rolled out the Mended Little Hearts program, which provided support to caregivers of children with congenital heart defects/diseases and was one of only six US organizations endorsed by national non-profit Optimist International.
- Created train-the-trainer and end-user educational programs to ensure field entities possessed the skills necessary to achieve organizational goals.
- Put together a speaker's kit, which included a speaking how-to manual, ready-made and customizable PowerPoint presentations, and pre-written speeches, for field personnel.

MOTHERS AGAINST DRUNK DRIVING

Senior Field Operations Manager (originally National Field Training Coordinator)2003 to 2005

Field Consultant and National Volunteer Development Coordinator2001 to 2003

National Volunteer Development Coordinator1999 to 2001

Provided leadership to 4-7 state executive directors. Maintained administrative oversight for a region spanning 5-12 states. Functioned as the main point of contact for MADD's field personnel regarding training, event planning, volunteer management, and leadership development. Participated on MADD's annual national conference planning committee; served as co-coordinator in 2004. Coordinated MADD's Annual Difference Maker Program and edited a quarterly newsletter on volunteer management and leadership development from 1999 to 2003.

CAREER TRACK, CONTINUED

- Spearheaded the start-up of Leadership MADD (originally Leadership 2000), a yearlong fellows program.
- Served as a subject matter expert for 75 national, state, and local training programs conducted via face-to-face, teleconference, and web conference sessions. Coordinated a series of multi-state trainings.
- Played an instrumental role in the development of a complex organizational restructuring as well as the creation of new national and state strategic plans.
- Collaborated with national not-for-profits to establish joint ventures dedicated to expanding public awareness of both organizations, with two such programs receiving national awards and MADD being named the 2000 Partner of the Year by Connect America, a division of the Points of Light Foundation.

SEABORN CONSERVATION CORPS (now known as Seaborne ChalleNGe Corps)

Academic Instructor 1998 to 1999

THE GRAND 1894 OPERA HOUSE

House Manager/Volunteer Coordinator 1998

HUGH O'BRIAN YOUTH LEADERSHIP

International Liaison (Intern) 1997

EDUCATION

M.B.A. in Business Leadership - Specialization in Not-For-Profit Management, University of Dallas

B.A. in Maritime Administration, Texas A&M University

PUBLICATIONS / PRESENTATIONS / WORKSHOPS

The Optimist, Spring 2006 – *“Little Hearts Hold Big Hopes”***

Heartbeat, Spring 2006 – *“Mommy, Why Am I Different?”*

Heartbeat, Winter 2005 – *“Little Hearts Hold Big Hopes”** (* Two different articles with the same title.)

Heartbeat, Fall 2005 – *“Don’t Forget About You”*

The Volunteer Management Report, Vol. 9, No. 3 – *“...Service Agreements?”* – March 2004

The Volunteer Management Report, Vol. 7, No. 4 – *“Interview Questions...”* – April 2002

The Volunteer Management Report, Vol. 6, No. 7 – *“Communicate Often...”* – July 2001

www.CyberVPM.com – *If You Want the Grass to Grow...* (Quarterly Newsletter) – 2000 to 2001

DRIVEN Magazine, Vol. 3, Issue 2 – *“Making A Difference”* – April 2000

Points of Light Foundation • University of North Texas • Mothers Against Drunk Driving • The Mended Hearts Inc.
Volunteer Center of North Texas • Texas Alcohol and Beverage Commission • Hugh O'Brian Youth Leadership
Volunteers of America, Texas Division • Texas A&M University at Galveston • Variety International •
Texas Volunteer Management • Directors of Volunteers (three counties)

ADDITIONAL INFORMATION

Please feel free to visit www.lancehood.com for additional information including:

- Work samples
- Comments from others
- Detailed vitae of presentations
- and More