

CYNTHIA L. HARPER

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CAREER TARGET: DEVELOPMENT MANAGEMENT

I am a highly versatile, efficient professional with strong fundraising management, marketing and networking skills. My experience includes staff development, budget management and strategic planning. Additional skills include project coordination, crisis management, and knowledge of community services and needs. *Professional strengths:*

- Team-based Approach
- Development Strategies
- Organizational Skills
- Community Needs Analysis
- Staff Development & Retention
- Marketing/Awareness
- Product Rollouts
- Budget Oversight
- Contingency Planning

EDUCATION

Master of Business Administration ♦ Concentration in Marketing and Finance

UNIVERSITY OF ROCHESTER ♦ Rochester, NY ♦1987

Leadership Rochester Graduate ♦ 2000

Bachelor of Arts ♦ English Major, Political Science Minor

THE COLLEGE OF WOOSTER ♦ Wooster, OH ♦1982

RELEVANT PROFESSIONAL EXPERIENCE

CHILDREN'S INSTITUTE, Rochester, NY

October 2013 - present

Senior Development Manager

During my first year I implemented a series of successful fundraising strategies, including the specifications for an online donation option, resulting in a 30% increase in contributions from individuals, corporate contributions and/or foundations. Subsequent years showed an overall increase with a focus on actively researching, cultivating, and soliciting prospects for financial gifts. We rolled out a new fundraiser in 2015 with over 1000 attendees. Responsible for developing all collateral materials and media campaign, securing sponsorships and working with government, school and local non-profit officials on collaboration with the fundraiser. Other job responsibilities include assisting in agency revenue opportunities, such as space rental, lobbying efforts with NYS and grant writing. Presented Development Plan to full board to engage their support in development efforts and rolled out individualized board statements with additional fundraising options - achieved 100% Board giving the past four year's annual campaign. Work closely with the Communications Manager to formulate and publicize giving opportunities and am responsible for developing and writing compelling newsletters, appeal letters, social media and other development materials. Active member of the Marketing team and have submitted staff/board nominations (and been selected) for recognition including the Athena Award, Greater Rochester Board Leadership, Best of the Web and ESL Jefferson Award to increase awareness of Children's Institute. Also responsible for planning our bi-annual Community Update event to present current programs to donors, foundation members and other community members.

Executive Director

Managed an urban community center, including a soup kitchen that saw a 108 % increase in meals served from 2008 to present, youth educational enrichment programs, clothing and emergency services. Direct management of budgeting, staffing, donor relations, and increasing community awareness of programs. Successfully completed a six figure capital campaign to build a playground. Developed procedures and materials to support programs and rolled out additional services as demand increased. Increased participation and dollars raised through yearly fundraisers. Developed and retained staff within a challenging environment. Increased funding opportunities through extensive grant writing and community relations. Developed 5 year strategic plan with Board of Directors. Managed multiple daily programs and projects with a small staff and extensive number of volunteers.

COMPENSATION PLANNING CORPORATION, Rochester, NY**1998 – 2002****General Manager**

Oversaw office operations and promoted 401(k) plan proposals to small business customers as direct report to company owner. Key functions included budget management, staffing, service management, accounts payable, proposal development, and customer relations. (Previously held Series 6 and NY Insurance licenses)

- 1 Promoted retirement plan product offerings, creating brochures, proposals, and competitive analyses.
- 2 Assisted to stabilize operations in face of diverse challenges, managing volatile situations including office relations and internal employee issues.
- 3 Conceptualized seminars, wrote content, obtained speakers, and coordinated presentations.

CITIBANK STUDENT LOAN CORPORATION, Rochester, NY**1987 – 1997****Assistant Vice-President - Claims Manager**

Oversaw key product rollouts at national Citibank student loan administration headquarters. Job functions included developing systems specifications, managing cross-functional TQM projects, training staff and quality assurance. Claim filing processes and procedures were developed and implemented with numerous state agencies. Analyzed and implemented all federal regulation and policy changes. Prepared annual budget and oversaw staff of 50+ with multiple shifts. Other positions during tenure include: **Customer Service Manager**; **Business Requirements Manager**, **Recovery Manager**

ADDITIONAL EXPERIENCE (RELOCATION TO DENVER, CO)**LEGAL ADVOCATE, WOMEN'S CRISIS CENTER. Denver, CO****2004-2007**

Worked with Crisis Center staff at District Attorney's office to help women obtain orders of protection from point of entry to judge's chambers. Worked individually with clients to explain the legal process, their rights and subsequent courses of action. Coordinated donation drives for shelter needs and assisted with the annual fundraiser. Solicited donations for client needs and worked on preferred attorney list for reduced fee services.

CIVIC AFFILIATIONS*Board Member – Home Start Hope 2016 - present**Member RBA Women's Council 2015**Member United Way of Rochester Women's Leadership Circle 2014 - 2016**Board Member ♦ Rochester General Hospital Association 2010- 2015**Board Member/Past President/Member ♦ Junior League of Rochester 1987 - present**Legal Advocate ♦ Women's Crisis Center, Castle Rock, CO 2004-2007**Board Member ♦ NYS Chapter Juvenile Diabetes Assoc., Rochester, NY 2003**Board Member/Treasurer ♦ Friends of Strong Memorial Hospital, Rochester, NY 1998-2000*