
EXPERIENCE

Development Operations Manager

Chatham, NY

Camphill Ghent

July 2024 — present

The creation of a unified board resulted in a singular development department for Copake and Ghent

- Oversaw and mapped the import of Camphill Ghent's donor records (roughly 1,000 constituents) into a shared Raiser's Edge NXT database,
- Develops cross-community data use guidelines for shared Raiser's Edge NXT database which maintain data integrity and donor intent,
- Builds appropriate segments and workflows for both community-specific and holistic reporting,
- Supports department colleagues in building Ghent's fundraising arm via outreach events, grant research, and other tasks as needed.

Development Operations Manager

Copake, NY

Camphill Village Copake

July 2023 — present

- Manages **Raiser's Edge NXT** CRM including user administration, queries, reports, lists, and dashboards,
- Trains and supports Dev. Associate with gift entry, financial reports, and reconciliation with finance,
- Tracks department expenses by budget code, appeal/project number, and event,
- Manages and optimizes information system requirements and integrations for Raiser's Edge, online/electronic/ACH giving, and matching gifts,
- Leads monthly donor program,
- Collaborates with development team on grant applications and tracking,
- Leads multiple direct mail appeals per year,
- Serves as primary contact for dept. vendors including: Blackbaud, Phonathon vendor, and Donorbox.

Development Operations Associate

Copake, NY

Camphill Village Copake

Feb 2017 — July 2023

- Managed *Raiser's Edge NXT* CRM including queries, reports, gift/data entry, reconciliation with finance office, and dashboards,
- Developed *Raiser's Edge* data policy and procedure manual and data maintenance schedule,
- Lead multiple direct mail and phonathon appeals per year,
- Lead monthly donor program and payroll giving program,
- Coordinated sponsorships, donations, registrations, and external vendors for events,
- Inventoried and mapped information system requirements and integrations for Raiser's Edge.

Administrative Assistant - Contracted through AppleOne

Albany, NY

Capital District Physicians' Health Plan (CDPHP)

Nov 2016 — Feb 2017

- Rewrote benefit denial templates to reflect changes in industry and federal standards of readability.

Marketing Assistant - Contracted through AppleOne

Albany, NY

Capital District Physicians' Health Plan (CDPHP)

Jun — Nov 2016

- Formatted and edited Medicare and Medicaid plan documents to meet federal and internal standards,
- Tracked multiple documents electronically through 4+ rounds of internal review.

- Formatted and edited weekly editions of internal newsletter and other internal communications.

EDUCATION

Rockefeller College of Public Affairs and Policy;
University at Albany, Albany, NY
Master of Public Administration, May 2023
Concentration in Nonprofit Management and Leadership

Green Mountain College, Poultney, VT
B.A. English | **B.F.A** Writing
Minor in Environmental Studies
Magna Cum Laude

SKILLS

- **Blackbaud's Raiser's Edge NXT**
 - Professional certification (2022)
 - Fundamentals certification (2017)
- Blackbaud Integrated Payments (formerly BBMS)
- Blackbaud Online Express
- RedArc email Marketing connector
- Mailchimp
- Donorbox
- **Giving platforms and servicers:** Benevity, Cybergrants, Network for Good, YourCause, PayPal Giving Fund, GiveLively, etc.
- **Payment processing software:** Stripe, Square, PayPal
- Microsoft Office Suite
- Microsoft Power Automate
- Google Suite
- Evernote