

# Shanita Anderson

## Experience

JULY 2024 – PRESENT

**ISHLT Foundation, Chicago, IL**

*Engagement & Administration Manager*

### **Operations and Administration**

- Manage administrative processes to ensure effective and efficient operations
- With the assistance of technical support, manage the configuration, maintenance and implementation donor database processes, including donor acquisition, retention and annual giving campaigns
- Oversight and management of donor database, including serving as the lead staff expert
- Produce weekly, monthly, and ad hoc reports to identify donor trends, analyze donation fulfillment, and other metrics
- Compile data for presentation at committee and board meetings
- Participate in budget creation and execution, and the monitoring of revenue and expenses
- Work with the Financial team to ensure accuracy of Foundation financial statements

### **Foundation Grant and Program Support**

- Monitor and trigger grant payments, in coordination with finance and grants teams
- Develop strategies to improve grant administration processes
- Assist Chief Executive Officer, Foundation Board, committees and working groups with action items and questions, and follow-up on assignments as assigned
- Administer or coordinate with other staff Foundation-supported workshops, panels and other education or donor-focused deliverables
- Provide support for activities at the ISHLT Annual Meeting, including arrangements for a Foundation reception
- Participate in the development of strategies and tactics of the grants process to support ISHLT goals
- Develop and implement standardized policies and procedures for grant development and administration, including all grant agreements

### **Development and Engagement**

- Administer all aspects of donor solicitations
- Support and provide staff leadership for volunteer-driven fundraising committee
- Oversee and coordinate the work of external fundraising consultants
- Industry Partners (donors)
- Cultivate donor relationships with current industry partners
- Maintain relationships with partnering organizations and coordinate collaborative review processes, including distribution of interim and final research reports
- Identify new industry partners for the Foundation
- Schedule, prepare agenda and participate in annual face-to-face meetings and other meetings as requested by industry partners
- Coordinate solicitation and follow up with other staff and volunteers
- Execute, renew and manage letters of agreement with industry partners
- Ensure that all deliverables in the letters of agreement are executed

- Develop and maintain regular reporting and analytics
- Individual donors
- Cultivate donors via regular outreach, solicitation and relationship management
- Maintain campaign records, manage billing, track pledges, send reminder invoices and acknowledgements of donations received
- Develop and maintain regular reporting and analytics

#### **Governance**

- Provide administrative support for Foundation Board of Trustees
- Arrange logistics of virtual and in-person board meetings
- Develop and refine policies in collaboration with the Chief Executive Officer and Foundation leadership
- Prepare grants presentations and materials for Board Meetings, Annual Meeting
- Serve as a staff liaison to Grants Committee and other relevant committees

#### **Communications and Marketing**

- Oversee maintenance of the Foundation website
- Coordinate development of donor communications, annual reports, and other collateral
- Maintain lines of communication with the Foundation Board of Trustees, ISHLT staff, donors, and relevant external organizations, and respond to general inquiries from donors, members and others

#### **Other Duties**

- Manage meeting endorsement program
- Provide program support to the Chief Executive Officer
- Additional duties as assigned

JANUARY 2022 – JUNE 2024

#### **American Veterinary Medical Foundation (AVMF), Schaumburg, IL**

##### *Programs and Operations Manager*

- Assists in the preparation and maintenance of online scholarship and grant program applications on an ongoing basis.
  - Collaborated with scholarship portal vendor to create meaningful reporting for program reports.
  - Collaborates with Senior Manager of Programs and Operations in creation of scholarship and research grant proposals.
- Created a master manual of standard operating procedures:
  - Maintains standard operating procedures for each program to ensure updates, upgrades and modifications are current.
- Assists with the marketing and communications of programs and award recipients.
  - Developed a streamlined process to provide scholarship recipient listing and information to marketing for the website.
- Responds to inquiries about AVMF programs.
- Provides backup support for Senior Manager of Programs and Operations upon their absence.
- Makes donor thank you calls monthly.
- Communicates with donors on program opportunities.
- Creates programs reports for Development Council (DC) board.
- Coordinate (DC) meetings
  - Facilitate meeting
  - Draft meeting minutes
  - Coordinate travel itineraries for the DC board
- Corresponds with applicants including award and declination notification emails and requests for materials required

to process award payments.

- Coordinates the review of scholarship and grant applications with volunteer review committee of 150+ members.
- Responsible for coordinating logistics for staff, Board, and entity meetings.
- Assists with the preparation of board meeting agendas and minutes.
- Serves as backup for the Database Manager to assist with the donor CRM system management.
- Attend annual AVMA conventions and conferences.
- Prepares electronic payment requests for submission to the Finance and Business Services Division.
- General office duties.
- Created efficient and intuitive ways to improve both the user and administrative experience for all scholarship and grant programs.
- Played a leadership role on the case statement and case for support for AVMF's upcoming \$5 million-dollar fundraising campaign.
- Provides technical assistance to AVMF staff when needed.
- Demonstrates AVMA's commitment to Diversity, Equity, and Inclusion in the execution of their duties.
- Demonstrates managerial duties to support Senior Manager of Programs and Operations.
- Other duties as assigned.

MARCH 2015 – DECEMBER 2021

**The Morton Arboretum, Lisle, IL Development**

**Department – Operations Team Development**

*Coordinator, Fulfillment*

- Coordinate the donor acknowledgement letter process, including timely generation, distribution, and mailing of all donor thank-you letters, collaborating with fundraising colleagues and the President's office. Ensure acknowledgement letters are accurate, updated, and correct in Salesforce:
  - Created nested mail merge process through Salesforce and MS Word for better efficiency and accuracy of donor acknowledgement letters.
  - Created E-signature process for donor acknowledgement letters.
  - Created electronic acknowledgement letter process to email acknowledgement letters through gift batches in Raiser's Edge, for online gifts, to upload and email through Blackbaud NetCommunity. **(Saving the organization approx. \$18,000+ annually)**
- Created and manage 200+ page Development Operations Procedure Manual:
  - Documented step by step technical and process procedures and incorporated Operations' team procedures for the manual.
  - Update Operations manual as needed.
  - Earned a certificate of completion through Chicago State University for fundamentals of technical writing - 6 week course (Oct. 2019).
- Coordinate monthly membership renewal and weekly membership card fulfillment reports, collaborating with external vendors in partnership with membership and annual giving team.
- Coordinate and manage ongoing stewardship fulfillment programs to promote donor loyalty, such as thank-you note writing with volunteers and staff.
- Coordinate donor recognition lists in partnership with the Sr. Donor Relations Manager for *SEASONS*, *Perennial Report*, donor panels and digital panels. Work with Sr. Donor Relations Manager and key Development staff, by providing support and assisting with implementation of donor recognition including sign production, external vendor management, and sign placement.
- Provide data and gift entry assistance, including entering in Development online and internal gifts.
- Create and maintain reports related to various stewardship activities.

- Process daily credit card disbursement report for the Business Office.
- Provide support for and attend Arboretum/Development events, as needed.
- Create queries and export information through Raiser's Edge for reporting.
- Prospect Research
- Other duties as assigned.
- Nominated by Development Operations Director to participate on the Inclusion, Diversity, Equity, & Accessibility (IDEA) group/board, June 2020 - currently.

MARCH 1999 – JUNE 2001

### **Everpure, LLC, Hanover Park IL**

#### *Administrative Assistant/Coca-Cola Project Coordinator*

- Held key responsibility in coordinating installs of water filtration systems for Coca-Cola's top one hundred customers.
- Served as administrative assistant to Senior Account Manager and Sales Director
- Supported ten Sales Representatives.
- Coordinated conference calls.
- Coordinated and attended sales meetings, in-house and off-site.
- Developed databases and sales forms for account managers.
- Streamlined department processes for better efficiency.
- Collaborated with various departments.
- Coordinated materials for new hires.
- Generated Sales reports.
- Generated department meeting minutes.
- Created sales presentations and correspondences.
- Created process and procedure manual for the sales team.

## Skills

Microsoft Suite (including Microsoft Project completion of course training in 2019) • Proficient with project management software • Team player • Excellent time management skills • Conflict management • Public speaking • Data analytics • Adobe Suite • Google Docs • Gmail • Microsoft Outlook • Technical Documentation • Blackbaud NXT • Raiser's Edge CRM • RhythmQ software • Microsoft 365 suite and Salesforce • Soon to receive certification in Program Management from the University of Washington in 2014.

## Education

GRADUATED JUNE 2013

### **Northwestern University, School of Continuing Studies**

Bachelor of General Science in History

## Activities

- Appointed Preservation Commissioner by the late Mayor Tom Weisner;  
*March 2011-May 2015.*
  - Also, Chair for the Landmarks and Public Awareness Committee
  - Lead point person for the annual Mayor's Award for Excellence in Historic Preservation - 3 years.
- Appointed Planning and Zoning Commissioner by the late Mayor Tom Weisner in February 2014 and

reappointed by current Mayor Richard C. Irwin in August 2021- *Currently serving (Co-Chair)*

- Certificate for completion of APA IL Citizen Planner Training Workshop through DePaul University 2019.
- Volunteer, Frank Lloyd Wright Foundation, Oak Park, IL; March 2011-2013.
- Volunteer, Crossroads Community Church Nursery, Aurora IL; *September 2005-Currently volunteering.*
- Volunteer, Oswego East High School's Wolf's Parent Committee; (Co-Chair - 2016-2017 and Secretary - 2017-2018 school year); *August 2011 –May 2019.*