

# Colleen A. Mensel

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Dear Hiring Manager,

As an Executive Leader with 20+ years of experience creating policies that align with community needs, strengthening Boards of Directors, and developing strong donor and contributor relations, I am an ideal candidate for the Executive Director position available with the Bellevue Schools Foundation. Please accept my resume for your consideration. I am relocating to Washington State and am ready to tackle a challenging, professional position that makes excellent use of my multi-tasking, team development, organizational, and relationship management skills.

My positive attitude, world-class work ethic, and attention to detail have helped me succeed in a variety of fast-paced environments. I take my work seriously and approach every undertaking – supervising teams and monitoring staff activities for continuous improvement, ensuring financial reporting integrity by accurately monitoring fiscal activities, coaching personnel on best practices and protocol to optimize staff productivity, or communicating cross-functionally to ensure timely reporting, financial or revenue goal attainment – with enthusiasm, diligence, and positivity.

A few accomplishments include:

- Successfully grew income by 63% in three years by driving partner and donor relations with family foundations and individual funding.
- Spearheaded organization transition and growth from one school and one district to twelve schools and four districts with specific community outreach programs to serve vulnerable populations; assessed staff capabilities to identify where talents are to meet growing operational needs.
- Established a new social enterprise, new contracts and new contributors to maximize brand awareness.
- Received individual gifts of \$825K, \$200K, and \$100K individual gifts after building a partnership with three well-positioned contributors and secured four planned gifts with current values of \$2M+.
- Conceptualized, implemented and launched a new program to tie mission of guiding and inspiring vulnerable community youth for success in higher education.

My strong communication skills and years of experience working with diverse groups allow me to move with ease among clients and coworkers of varied backgrounds and different levels of responsibility. I have the utmost respect for confidentiality, and approach sensitive matters with discretion and tact. I am especially skilled at keeping operations running smoothly and efficiently during changes to technologies, procedures, or personnel.

My years of team leadership, fiscal reporting, regulatory compliance, staff coaching and training, client relationship management, budgeting/cost control, process improvements, project management, cross-functional communications, and operations management experience have prepared me well for a challenging role with the Bellevue Schools Foundation. I look forward to meeting with you to discuss how I can help your organization meet its objectives in 2020 and beyond. Please do not hesitate to contact me with any questions. Thank you for your time and consideration.

Sincerely,

Colleen A. Mensel

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## Profile

*Champion for Corporate Social Responsibility & Non-Profit Community Outreach and Staff Development  
Drive Funding and Revenue Growth by Managing Relationships with Major Donors and Clients*

Forward-thinking, enthusiastic, hands-on Executive who thrives on tough challenges and translates visions and strategies for fundraising, program development and Human Resources into actionable, value-added goals. Executive who is passionate about making a difference on social, community, accessibility issues, and improving employee engagement and performance. Well-versed in formulating strategic plans, policy development, and major donor management and stewardship, Human Resources and special event planning. Keen sense in identifying potential contributors and investors and pairing them with causes they hold dear. Provides clear, well-articulated options to assist in complex or high-stakes business development planning. Leverages operations background with business leadership acumen to identify gaps in program performance and develop winning strategies that optimize efficiency, workflow, and financial outcomes.

- Proven capacity to clearly and effectively communicate with diverse groups from a variety of cultural and educational backgrounds.
- Highly regarded as a leader in galvanizing teams to embrace a singular vision and oneness of purpose.
- Solid history in delivering complex projects on-time and within budget despite shifting priorities, demanding expectations, and stringent deadlines.

## Career Accomplishments

- Successfully grew income by 63% in three years by driving partner and donor relations with family foundations and individual funding.
- Established a new social enterprise, new contracts and new contributors to maximize brand awareness.
- Received individual gifts of \$825K, \$200K, and \$100K individual gifts after building a partnership with three well-positioned contributors and secured four planned gifts with current values of \$2M+.
- Conceptualized, implemented and launched a new program to tie mission of guiding and inspiring vulnerable community youth for success in higher education.
- Paved the path for a potentially sustainable revenue stream through comprehensive training on medical insurance, clinical education courses, and community training initiatives.

## Non-Profit Executive Experience

SCHOLARS' HOPE FOUNDATION, Huntington Beach, CA | 2011 to Present

*A college access program that is transforming lives of youth in low-income communities resulting in 100% of students reaching higher education.*

### **President and Chief Executive Officer**

Planned, executed, and analyzed programs to develop new processes and achieve community outreach, engagement, and brand awareness goals. Coordinated local non-profit programs with national partners to highlight partnership opportunities and success stories. Partner with executive leadership on project status. Oversee projects and events, corporate relationships from concept to completion.

- Spearheaded organization transition with specific community outreach programs that drove brand and program awareness for vulnerable populations and assessed staff capabilities to identify where talents are to meet growing operational needs;
- Partnered with Claremont Graduate University, Claremont Evaluation Center to establish a quasi-experimental longitudinal study for program effectiveness. All programming decisions are data driven and researched based.
- Joined UCLA, Academies for Social Entrepreneurship resulting in a fee-for-service model for revenue generation during school district's summer closure time.
- Drove completely new brand of organization, from name and logo change, to social media and community outreach with the result of seeing more at-risk children and instituted a tuition-based service to increase revenue.
- Implemented internal advancement path for staff resulting in staff leaders and sustainability for the organization with a succession plan.
- Grew outreach from one school to twelve, resulting in a more diverse population of at-risk children receiving services.
- Updated and or established employee onboarding, employee manual, safety training, and risk management policy and procedures.
- Developed performance objectives tied to organization annual operational directive and employee monthly measurements of objectives reporting.
- Attracted nationally known, NFL Hall of Fame Member, Tony Gonzalez as Ambassador of SHF.

HERITAGE MUSEUM OF ORANGE COUNTY, Santa Ana, CA | 2004 to 2011

*The Heritage Museum of Orange County is home to the H. Clay Kellogg House and John Magg Farmhouse. HMOC is dedicated to preserving, promoting and restoring the heritage of Orange County and the surrounding region through Hands-On, Minds-On interactive education.*

### **Director**

Created and adopted new programs to develop a strong social enterprise, and within three years the social enterprise initiative led to 50% revenue gain annually. Adopted State of California Department of Education standards to help grow the number of children served by 40% to 20K+ per year. Increased recognition of the museum in the community and regional territory by developing and implementing a new marketing strategy.

- Fostered organizational development by growing the Board of Directors from three to twenty members and established good governance practices to build a strong and active Board of Directors.
- Planned and managed community events as a part of community outreach initiatives by hosting the Annual City of Santa Ana History Day and a community-wide Volunteer Day which drew the business community and over 350 of their employees, and community volunteers that worked on projects; resulted in \$200K of in-kind value to the museum.
- Drove strategic partnerships, including with the Smithsonian to plan an annual museum day.

- Conceptualized, developed, and delivered a concept for an annual fundraising gala to raise awareness and add revenue for donations.
- Delivered organization new business, leading the museum out of significant debt due to separation from parent organization, Discovery Science Center, and depletion of reserves due to no management in place.
- Established HR policy and procedures, including employee manual, annual review and success measurements.
- Developed leadership path for staff to build professionalism and sustainability into the organization.
- Created a wedding and event business to utilize the 12-acre property and increase revenue by 50%

COMMUNITY LEADER, Huntington Beach, CA | 1996 to 2004

**Community Activist**

- Girl Scouts of Orange County, Leader-Volunteer
- Junior Achievement, 1<sup>st</sup> – 5<sup>th</sup> Grade Volunteer
- Best Foot Forward Reading Program, 1<sup>st</sup> – 5<sup>th</sup> Grade Volunteer
- Meet the Masters Art Program, 1<sup>st</sup> – 5<sup>th</sup> Grade Volunteer
- Parent Teacher Association, Event Coordinator Volunteer

**Colleen A. Mensel | Page 2**  
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**Practice Management Experience**

DOCTORS OF CHIROPRACTIC, Tustin, CA | 1991 to 1996

*A full-service chiropractic office treating common spinal misalignments occurring from lifestyle or injuries causing pain, discomfort, and degenerative conditions. Treat back, neck, and shoulder pain, headaches, sports injuries and auto accident injuries.*

**Practice Manager**

Oversaw all office operations at three locations including accounting, IT, patient services, account management, transcription, and insurance billing, front and back office.

- Recognized duplicate work efforts and refined job duties to maximize productivity and staff morale.
- Created new policies and procedures for human resources, accounts receivable, accounts payable, Board governance, Board oversight and shareholder reporting; successfully reduced A/R over 90 days by 85%.
- Developed an annual budget with monthly financial package to facilitate growth and reduce expenses
- Updated and professionalized Patient In-take procedure resulting in better informed patients with less practice concerns
- Streamlined practice services by developing and producing patient materials for intake, payment processing and at home care services.
- Renegotiated vendor contracts to reduce employee health care costs by 15% while maximizing benefits.
- Partnered with CPA to produce all monthly financial statements.
- Led community outreach initiatives to increase practice visibility and new patients.

PROVIDENCE SPEECH AND HEARING CENTER, Orange, CA | 1987 to 1991

**Billing/ Front Office Manager**

Oversaw all A/R, insurance billing, transcription, medical records, front office, and department budgeting.

- Developed new patient intake, private and government sponsored insurance acceptance, and collections policy and procedures to reduce A/R.
- Managed and increased external contracts with private physicians, and hospitals.
- Successfully upgraded entire computer system resulting in the reduction of two FTE, shortened turnaround time for client reports, reduced clinician paperwork time, and increased billing accuracy resulting in increased revenue.

**Education**

Arizona State University, Microbiology

**Community Affiliations**

Clecak CEO Leadership - Founding Member  
 Fieldstone Foundation - Member, ED/CEO Coach and Mentor  
 OneOC - Advisory Board Member  
 Association of Fundraising Professionals (AFP) - Member and Speaker  
 Girl Scouts of Orange County - Past Leader  
 Junior Achievement of Orange County - Coach, Elementary Education  
 Rotary of Huntington Beach - Member, Board Member, Community Speaker  
 Assistance League of Huntington Beach - Member, Committee Chair, Event Chair