



## Association Management

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### Association Management Services

- Member Services
- Conference & Meetings Management
- Communications up and down the Ladder
- Reporting to and Serving Board of Directors
- Social Media Management
- Supporting Committees
- Provision of Office Equipment
- Providing and/or Supervising Staff
- Provision of Software needs (with exception of website or proprietary purchases)
- Financial systems (Budgeting, Record Keeping, access to CPA, Auditor)
- Contract Negotiation
- Publications Development
- Marketing
- Sponsorship and Sales, Fundraising
- Public Speaking
- Continuing Professional Education, CEUs, Certification Management
- Physical Location and Storage of Records and Materials

### Association Leader / Continuing Professional Education

*Providing vibrant, relevant, mission-driven, nimble, ethical and forward-thinking association management including association professional development programs of all types.*

### Conference Director / Professional Meeting Planner / Adult Education

*Providing business, adult education, instructional design, research, and intuitive skills to address challenges, working with a team to build conference and educational programs to meet the learning needs of the intended audience.*

### Proficiencies

#### Association Management

- Founded and emerged as first CEO of new non-profit social service agency
- A connector: person with special gift for bringing the world together
- Re-energized declining association conference program
- Creative problem solver: Initiated corporate university and curriculum approach for effective education delivery to members
- Team player with staff, Member Leaders and Member Volunteers
- Managed multiple annual conferences for a wide variety of non-profits

#### Continuing Professional Education

- Lead, supervise, evaluate, prefer working in teams
- Achieve vision and goals with careful decision-making relative to mission
- Direct multiple association and licensure accreditations (CEUs)
- Research, work with business and industry, and provide / create programs to meet real needs

Education Business

- Budgeting and financial management, grant writing including federal grants
- Generate income by setting accurate registration fees and effective marketing; national lecturer
- Marketing, including website design, campaign planning, branding, and social media
- Experienced and successful administrator / supervisor

Adult Education

- Effective teacher and public speaker
- Understand and apply proven adult education methods and practices
- Instructional / curriculum designer

Research

- Qualitative and quantitative researcher, including formative evaluation
- Experienced social science focus group researcher
- Effectively analyze research for implications to practice

Professional Meeting Planner

- Director of over 500 conferences (association, government, and research-to-practice)
- Exceptional experience with strategic and tactical elements, reporting return-on-investment
- Astute venue and vendor negotiator, contractor

Software Skills

- Expert in Microsoft Office: Word, Excel, PowerPoint, OneNote
- Efficient with Adobe Acrobat Professional
- Learn dedicated databases quickly; experience with PeopleSoft, iMIS
- RegOnline registration database user
- Fully equipped and connected home virtual office, GoToMeeting, Skype equipped

**Prior Experience**

ISPE (International Society for Pharmaceutical Engineering)

Director, Continuing Professional Education..... 2007-2011  
 Directed the Society conference program having been recruited to diagnose, update, streamline, and reenergize/redevelop it, including responsibility internationally. Organize and implement curricula. Work with subject matter experts on content development for successful and effective delivery for continuing professional education. Direct participation with FDA, other international regulators, and high level Pharma executives (Novartis, AstraZeneca, Pfizer, Genentech, etc.). Supervisor: staff and member volunteers, over 400 speakers annually.

University of South Florida

Assistant Director, Professional Workforce Development..... 2005-2007  
 Manage the day-to-day operations of Professional Workforce Development non-credit programming unit and help it begin to grow again. Research, develop, as well as teach in a new non-credit certificate program. Supervisor: staff and faculty.

Assistant to the Dean ..... 2003-2005  
 Project management for guests such as elected officials; administer academics and college catalog website; prepare publications. Advise Master's International (Peace Corps) students; reaccreditation team member. Direct events.

Director, Continuing Professional Education..... 1996-2003  
 Brought high visibility and recognition among local, state and national public health agencies to the College. By request of the Florida Governor's office, managed the first conference using the Tobacco Settlement fund which eventually became the Truth Campaign. Directed continuing professional education (CPE) offerings and multiple accreditations including CME. Directed department financial management, supervised numerous staff. Wrote and managed grants, marketed all programs to external attendees as well as services to internal clients. Supervisor: staff and graduate students.

Coordinator, Continuing Professional Education..... 1991-1996  
 Professional meeting planner. Supervisor.

Mansfield University of Pennsylvania, Researcher

Tioga County Women's Coalition, Executive Director / CEO

Emerged from the founding board to become the first staff person. Brought the agency into compliance with state standards in record time, thus qualifying for grant dollars. Politically astute, advised the group to delay political stances until the original mission could be solidified and high quality service provided.

Carlisle Area School District, Teacher

**Current Clients**

- American Council on Consumer Interests
- Financial Therapy Association
- Academy of Financial Services
- University of South Florida
- Journal of Consumer Affairs

**Business Ownership/ Leadership**

Arden Solutions ..... 2011  
GAL Meeting Services ..... 2007-2011

**Education**

Ed.D. Doctorate, Adult, Continuing and Higher Education, University of South Florida, Tampa, FL  
M.Ed. Master’s Degree: Education, The Pennsylvania State University, University Park, PA  
B.S. Bachelor’s Degree: Education, Mansfield State University, Mansfield, PA

**Certifications and Training**

CMM Certificate in Meetings Management (Certification by Meeting Professionals International)  
Rural Leadership, RULE II, Pennsylvania State University (Kellogg-type leadership two-year training)  
Pennsylvania Teacher Certificate, Type II, Permanent

**Current Memberships**

American Association of Adult and Continuing Education (AAACE)  
Meeting Professionals International (MPI)  
American Society of Association Executives (ASAE)  
Florida Society of Association Executives (FSAE)  
Senior Planners Industry Network (SPIN)