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OBJECTIVE

To manage a Chamber of Commerce, working in harmony with the Chamber leadership, staff, volunteers and members to take the Chamber to the next level. This next level could include advanced technology usage, membership growth, partnering with other community entities, expanding member benefits and achieving goals developed in a strategic plan.

SUMMARY

Nonprofit professional with twenty years of experience in all facets of leading a nonprofit organization, including budget development, strategic planning, program development and implementation, membership growth and building alliances and partnerships. Combine a keen business sense with strong collaborative management abilities to create a shared vision for the Chamber and the community at large. Proven expertise in volunteer management, membership growth and retention, government relations and economic development.

EXPERIENCE

Membership Manager, Society for Simulation in Healthcare

Washington, DC — 2013 - Present

Work with all departments to develop various tools to increase member recruitment, retention and engagement. Serve as the project manager for the association management system Noah, manage registration and temp services for the annual conference with 2800 attendees from over 50 countries, as well as all smaller conferences. This is a virtual office with eleven staff members located in eight states.

Accomplishments

- Increased membership from 2600 to 3600. Have boosted retention from 60% to 76%. Average tenure of membership has risen from 3.2 years to 4.5 years
- Work with all departments to improve operations of annual conference
- Onboarded mobile app for member online community
- Worked with Journal to increase subscriptions, online engagement and advertising revenue.

Managing Director, Pullins Group LLC and Scott A. Pullins LTD LPA

Mount Vernon, OH — 2004 - 2013

Co-owner of businesses. Managed office and employees and handled all budgets and bookkeeping. Developed and implemented marketing programs, created direct mail pieces, and managed project schedules, advertising and public relations.

Vice - President, Ohio Taxpayers Association & OTA Foundation

Columbus, OH — 2000 - 2004

Responsible for fundraising and membership communications. Lobbying organization with 8,000 members statewide. Handled financials for both organizations. Wrote grant applications.

Vice - President, Knox County Chamber of Commerce and Area Development Foundation (ADF)

Mount Vernon, OH — 1994 - 2000

Duties increased from Membership and Programming to include management of the office and staff, and Economic Development responsibilities. Developed policies and procedures for management of the tax abatement program. Created organization's first website and mass communication program. Managed Knox County Safety Council and won an award from Ohio Bureau of Worker's Compensation. Worked directly with community leaders to develop and implement initiatives. Worked directly with Dana Corp. officials to rebuild their local facility after a devastating fire, which saved 150 jobs.

Accomplishments

- Increased member firms by 60%, increased member retention by 30%.
- Implemented atmosphere of outstanding customer service.
- Non dues income up 600%.
- Developed new programs such as annual awards, business expo, savings packages for members and newcomer packets.
- Developed membership program for economic entity, ADF, which boosted annual income by 20%.
- Implemented tax program where schools did not lose taxes from any entity receiving a tax abatement.
- Began trade show exhibit program to promote the county.

Manager of Communications, The Industrial Commission of Ohio

Columbus, OH — 1991 - 1994

Had staff of 34 in four departments. Handled internal and external communications and public affairs. Served as spokesperson for the statewide agency and headed up internal fundraising campaigns such as United Way and Food for the Hungry.

Accomplishments

- Implemented an internal news clip service, which included daily distribution to all department heads.
- Increased participation in all fundraising campaigns by an average of 15% and increased contributions by an average of 22%.

EDUCATION

Master of Science, Marketing & Communication, Franklin University

Columbus, OH

Bachelor of Arts, Communication, The Ohio State University

Columbus, OH

Center for Creative Leadership

Greensboro, North Carolina

Skills, Professional, Personal

- Computer Skills - AMS, Microsoft Office, Social Media development, maintenance and networking, Quickbooks Pro
- Professional Involvement Past and Present - Have served in various capacities in each organization
 - American Society for Association Executives
 - Ohio Society for Association Executives
 - Association of Chamber of Commerce Executives
 - Chamber of Commerce Executives of Ohio
 - National Association of Membership Development (now MDD in ACCE)
 - American Economic Development Council
- Certified Archery Instructor
- Girl Scout troop leader for 8 years and counting - Organized troop in 2009.
- Daughters of the American Revolution - Organized local chapter, served at local, state and national levels.
- Knox County Symphony - Past Board member
- Delta Zeta Sorority Alumnus

REFERENCES

Available upon request.