

Teresa Evans-Hunter, MBA

Savvy Association Executive, Business Consultant

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Summary

- Problem solver known for initiating and implementing programs and services that increase client and stakeholder perception of value and loyalty
- Leader with experience in managing staff and coordinating various departments, volunteers and other resources for projects that support an organization's mission, values and purpose
- Senior staff, possessing MBA and CAE, with big picture focus; over 10 years of customer service and client/member relations experience

Specialties: Volunteer training, program development, financial management, strategic planning, membership marketing, customer service, building client/component/chapter relations

Experience

Independent Contractor/Consultant

2002 - Present

HWC Company provides leadership, strategic planning and governance expertise to nonprofit organizations. Assistance is also provided for start-up companies needing market alignment, infrastructure, strategic planning and facility location.

Deputy Executive Director

June 2017 - June 2018 (1 year 1 month)

Staff leadership, association management, strategic planning support, resource development, chapter and component relations

Executive Director

November 2011 - September 2013 (1 year 11 months)

Executive Director

December 2008 - November 2011 (3 years)

Director of Membership

October 2007 - December 2008 (1 year 3 months)

Manage membership marketing projects and fundraising campaigns for non-profit organizations.

Director of Administration

February 2006 - May 2007 (1 year 4 months)

Managed the daily operations; Responsible for recruitment and retention strategies; Building and maintaining a sense of community among the students; Coordinated advertising and marketing efforts; Created and monitored budget.

Assistant Director, Membership at Water Environment Federation/WEF

January 2003 - September 2005 (2 years 9 months)

- Initiated, created and implemented customer service standards which efficiently measures level and quality of service
- Restructured call center department to increase productivity and customer service
- Designed and conducted training and educational programs for staff and volunteer leadership
- Developed and implemented membership retention and recruitment strategies
- Represented the organization at events and conferences
- Managed million dollar budget and staff of six
- Analyzed and reconciled monthly financials with statistical data

Director of Membership

1999 - 2001 (3 years)

Directed membership activities (retention and recruitment); developed programs and initiatives designed to increase membership. Collaborated with committees and other organization departments to coordinate membership information and communication efforts.

Education

University of Maryland University College

MBA, Business Administration, 2001 - 2003

University of Maryland University College

MS, Non Profit Management, 1999 - 2001

Florida Agricultural and Mechanical University

BS, Economics, 1986 - 1990

Honors and Awards

2004 Diversity Executive Leadership Program (DELP) Scholar

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[Contact Teresa on LinkedIn](#)