

Cynthia R. Hancock

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EMPLOYMENT and VOLUNTEER EXPERIENCE

2013-present

RILEY CHILDREN'S FOUNDATION

Indianapolis, Indiana

Director, Donor Relations

Strategic and Programmatic Functions

- Devise creative stewardship strategies that inspire confidence and loyalty in top donors
- Interface with caregivers, hospital leadership, and administrators regarding fund usage, expected philanthropic investments, and funding opportunities
- Ensure that stewardship reports and visits are carried out in a timely manner
- Oversee daily acknowledgment of donor gifts in a thoughtful and expedient manner
- Ensure that named space signage and donor walls creatively and accurately recognize donors
- Work with Information Systems team and Finance teams to improve systems relating to gift acknowledgment, recognition, philanthropic fund management, and reporting (primarily via eTapestry and Convio)
- Work with Communications team to secure recognition for donors via internal and external media placements
- Benchmark and share ideas with donor relations peers locally and nationally

Management Functions

- Develop policies, procedures, annual plan and budget for Donor Relations program
- Manage two members of Donor Relations team
- Educate new staff members on Donor Relations staff, systems, and resources
- Maintain relationship with environmental signage vendors

2011-2012

ANN & ROBERT H. LURIE CHILDREN'S HOSPITAL OF CHICAGO Chicago, Illinois

Director, Donor Relations (2007-2012)

Associate Director, Donor Relations (2004-2007)

Senior Development Officer, Donor Relations (2003-2004)

Development Officer, Donor Relations (2002-2003)

Coordinator, Major Gifts (2001-2002)

- Built Donor Relations program and participated in 150% growth in annual fundraising revenues at one of Chicago's most respected charities
- Developed robust stewardship strategy to support \$100 million contribution that built a 23-story replacement hospital (opened in 2012)
- Conceptualized and implemented ten donor recognition displays and more than 200 named spaces for replacement hospital
- As member of the Creative Arts Advisory Committee, managed projects and topics connecting artwork and major donors, for replacement hospital that has received international acclaim for its uniquely curated healing environment
- Devised creative stewardship strategies that inspire confidence and loyalty in the hospital's top donors and create a reputation for the hospital as Chicago's "charity of choice"
- Interfaced with caregivers, hospital leadership, and administrators regarding fund usage, expected philanthropic investments, and funding opportunities
- Ensured that stewardship reports and visits are carried out in a timely manner
- Oversaw daily acknowledgment of donor gifts in a thoughtful and expedient manner
- Ensured that named space signage and donor walls creatively and accurately recognize donors
- Worked with Information Systems team and Foundation Finance teams to improve systems relating to gift acknowledgment, recognition, philanthropic fund management, and reporting (primarily via Raiser's Edge and Convio)
- Managed program policies, procedures, annual plan, staffing plan (team of 5 people), budget, and vendor relationships

EMPLOYMENT and VOLUNTEER EXPERIENCE [continued]

2006-2009	CHICAGO ARCHITECTURE FOUNDATION <i>Volunteer Docent</i> <ul style="list-style-type: none">• Delivered educational, inspiring, and enjoyable tours to groups ranging from 5 to 80 people, by boat, by Elevated train, and by foot, that highlight Chicago's architecture and built environment• Mentored, trained, and certified new docents	Chicago, Illinois
1999-2001	WNUR 89.3 FM at NORTHWESTERN UNIVERSITY <i>Volunteer Director, 2000 "Phone-a-thon" Fundraising Pledge Drive</i> <i>Volunteer Consultant, 2001 "Phone-a-thon" Fundraising Pledge Drive</i> <ul style="list-style-type: none">• Directed week-long on-air fundraiser for one of the nation's largest student-run radio stations; gifts received totaled more than \$22,000• Established Internet donation system to receive gifts and pledges	Evanston, Illinois
Summer 1999	UNITED STATES HOUSE OF REPRESENTATIVES <i>Intern, Office of the Honorable Edward Pease</i> <ul style="list-style-type: none">• Led constituent tours of the U.S. Capitol and handled constituent phone calls• Gained behind-the-scenes understanding of Capitol Hill protocols• Attended Congressional committee meetings, summarized information, and briefed staff	Washington, DC
Summer 1998	INDIANAPOLIS MUSEUM OF ART <i>Education Department Intern</i> <ul style="list-style-type: none">• Collaborated with curatorial and education staff to conceptualize, research, and produce children's exhibition guide for the <i>Padshahnama</i> exhibition in partnership with the office of Her Majesty Queen Elizabeth II	Indianapolis, Indiana

EDUCATION

1997-2001	NORTHWESTERN UNIVERSITY Bachelor of Arts, Economics and Art History	Evanston, Illinois
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PROFESSIONAL ACTIVITIES and MEMBERSHIPS

2013-present	Expert, Association of Donor Relations Professionals Experts Bureau
2012	Board appointed member of the Education Task Force, Association of Donor Relations Professionals
2011	Presenter and Panelist, Association of Donor Relations Professionals International Conference
2011	Presenter, bbcon 2011 Blackbaud Conference for Nonprofits
2008	Presenter, Association of Donor Relations Professionals International Conference
2006	Panelist, Northwestern University Career Services "Conversations with Alumni" series
2004-2006	Board of Directors, Association of Donor Relations Professionals
2005	Co-founder, Stewardship Roundtable of Chicago
2004	Presenter, National Association of Children's Hospitals and Related Institutions Grants Conference