

# The Rescue Mission

## Nominee for Board Member Information Sheet

[to be given to Nominee by Nominating Board Member and taken to get-acquainted lunch/time]

Name of Nominee for Board Member: Courtney Waterman

Home address: 11408 Dell Loch Way

City, State, Zip: Fort Wayne, IN 46814

Current position/role: Manager, Business Process

Employer/Organization: Salesforce

Telephone: DAY: 260.348.1738 EVENING: 260.348.1738

Preferred E-Mail: courtneywaterman@gmail.com

Board member making referral: Donovan Coley

### Special Skills

- Administration/Management
- Entrepreneurship
- Fundraising
- Healthcare
- Law
- Marketing/Public Relations
- Multicultural
- Public Speaking
- Special Program FOCUS [Education. Health. Public Policy. Social Services. etc]
- Technology
- Other: Project/Program Management
- Client Representative
- Financial Management
- Government
- Human Resources
- Leadership
- Ministry
- Physical Plant [Contractor. Architect. Engineer. etc.]
- Real Estate
- Strategic Planning
- Sales

### Professional Background

- For-profit business
- Government
- Not-for-profit organization
- Other: \_\_\_\_\_

**Other Affiliations, including Church/Fellowship:** Emmanuel Community Church, Junior League of Fort Wayne Sustainer, Project Management Professional (PMP) and member of Project Management Institute, Leadership Fort Wayne Alum

**Other Board Service:** Previously served as Community VP, President Elect and President of the Junior League of Fort Wayne (JLFW), President of the Lafayette Meadows Elementary PTC and JLFW representative on Hope House Board

**Why I would like to serve on The Rescue Mission Board of Directors:** I have a real passion for the people the Rescue Mission serves and the approach it takes to the work it does. I've been a supporter and volunteer for a number of years and am the liaison between Emmanuel Community Church and the Rescue Mission. An important part of the mission of the Junior League is to train and equip its members for future community service on the Boards of other organizations. Shortly after completing my JLFW board service, I resumed my professional career, after having stayed at home with my daughters for a number of years, and I decided that I didn't have the bandwidth to adequately devote to Board service. Now that my children are a few years older and my career is in a good place, I feel God calling me to

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serve. I feel like The Rescue Mission Board of Directors is the perfect place to match my passion and my skills.

**Please attach a resume or recent employment history.**

# Courtney L. Waterman

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11408 Dell Loch Way □ Fort Wayne, IN 46814

Home: (260) 672-0160 □ Cell: (260) 348-1738 □ E-mail: courtneywaterman@gmail.com

## PROFESSIONAL EXPERIENCE

**Salesforce (formerly ExactTarget Marketing Cloud),** Fort Wayne, IN (2011 - Present)

**Manager, Business Process** (February 2017 - Present)

**Associate Principal Program Manager** (January 2011 - January 2017)

- Manage team of senior technical/solution architects responsible for career development, coaching and utilization
- Relationship management between Salesforce Marketing Cloud and enterprise customers
- Design and deliver omni-channel digital marketing strategic program roadmaps
- Responsible for delivering roadmap initiatives on-time, on-budget with optimal quality and client satisfaction
- Provide thought leadership around customer marketing vision and insights into industry performance across verticals and customer competitive landscape

**SIRVA,** Fort Wayne, Indiana (2001 – 2003)

**Supplier Integration Specialist**

- Executed a successful enterprise-wide Ariba e-procurement software implementation and deployment project filling a gap in project management expertise in the Sourcing Department responsible for the project

**Self-employed as a Caterer,** Chicago, Illinois and Fort Wayne, Indiana (1998 – 2001)

- Worked with clients to plan and successfully deliver special events for up to 100 people

**Accenture (formerly Andersen Consulting),** Chicago, IL (1993 – 1998)

Worked with various clients as a Consultant in the Process Competency, demonstrating a strong client focus reflected in exceptional client reviews:

**Merger Program Manager**                      **Blue Cross/Blue Shield of IL and TX**                      (1997 – 1998)

**Project Team Manager**                      **Allstate Insurance Company**                      (1995 – 1997)

**Programmer**                                      **Allstate Insurance Company**                      (1994 – 1995)

**Analyst**    **Allstate Insurance Company**                      (1993 – 1994)

- Successfully managed several projects critical to the merger of the IT organizations of the two companies using Accenture methodology
- Developed and tracked implementation schedules and workplans using Microsoft Project
- Worked with clients to identify and track costs and benefits of the merger
- Identified issues and escalated them as needed to appropriate stakeholders
- Managed project budgets to deliver on- or under-budget
- Presented project achievements and issues to Accenture and client senior level executives in weekly status meetings
- Managed a team of 15 analysts and programmers developing individual team members, writing and conducting appraisals and effectively allocating resources and delegating tasks

## COMMUNITY EXPERIENCE

**Emmanuel Community Church,** Fort Wayne, Indiana (2010 – Present)

**REACH Missions Team Member** (2010 - Present)

- Support Director of Missions and Outreach by providing vision, evaluating current partners and activities, and promoting events
- Liaison between church body and the Fort Wayne Rescue Mission

**Mission Team Member**

- Food for the Hungry to Nicaragua annually 2012 to present

- Destiny Rescue to Thailand in 2014

**Junior League of Fort Wayne (JLFW)**, Fort Wayne, Indiana (2004 – Present)

**Sustaining Member** (2012 - Present)

**Chair, Advisory Future Planning Committee** (2010 – 2011)

**Member, Nominating Committee** (2010 – 2011)

**President** (2009 – 2010)

**President Elect** (2008 – 2009)

**Community Vice President** (2007 – 2008)

**Chair, Community Impact Committee** (2006 – 2007)

**Chair Elect, Community Impact Committee** (2005 – 2006)

**New Member** (2004 – 2005)

- Elected President of 350 member volunteer organization
- Chaired Board of Directors and managed organization
- Set agenda and led Membership, Board, and Committee meetings
- Led Strategic Planning initiative resulting in new governance model, a new Vision Statement, restructuring of membership model, redesigned Community Impact model, and improved organizational efficiency to better utilize resources
- Redesigning approach to Community Impact. Created a Request for Proposal process resulting in the selection and development of a new 3-year Community Collaboration approved by the Membership
- Chaired Community Advisory Board comprised of community leaders with diverse backgrounds and professions
- Redesigning weekly email blast to members increasing the percentage of emails opened by 200%
- Represented League as Spokesperson communicating current events and initiatives to stakeholder groups throughout the community via newsletter articles, presentations, and TV, magazine and newspaper interviews
- Mediated conflicts between members to help them arrive at a resolution

**Lafayette Meadows Elementary Parent Teacher Club**, Fort Wayne, Indiana (2008 – Present)

**Co-President** (2010 – 2013)

**Classroom Volunteer** (2008 – 2011)

**United Way of Allen County**, Fort Wayne, Indiana (2010 – 2012)

**Investment Team Member**

**Leadership Fort Wayne**, Fort Wayne, Indiana (Class of 2009)

**MOPS at The Chapel**, Fort Wayne, Indiana (2004-2008)

**Discussion Group Leader** (2006 – 2007)

**Publicity Coordinator and Steering Team Member** (2004 – 2006)

## EDUCATION

**Cooking and Hospitality Institute of Chicago**, Chicago, Illinois (1999)

A.A.S., Culinary Arts with High Honors

**DePauw University**, Greencastle, Indiana (1993)

B.A., Economics and Management

## CERTIFICATIONS

**Project Management Professional, Project Management Institute** (2016 - Present)

**Salesforce Certified Administrator, Salesforce** (2016 - Present)