



Resumé

Kimberly K. Haynes

Experience

Manager of Membership Services

Custom Management Group, LLC, March 2008 to present

Currently responsible for all aspects of written and verbal communication with client members; membership and conference registration inquiries; client membership databases; website maintenance and updates; membership applications and payment of dues and fees; distribution of membership information, reference materials, and journal subscriptions; conference call schedules; electronic and hard copy files; assist with committees and agenda, minutes preparation; assisting with annual conferences by managing registration and staff desk onsite; supervising junior administrative employees..

Director of Meetings

Architectural Woodwork Institute (AWI); April 1988 to September 2006

Directed all activities to execute 20+ meetings, education seminars, one annual convention for 750+ people, and one European plant tour week. Responsible for all conference contract negotiations, meeting space, food and beverage, exhibit management, registration, website content, sponsorship programs, on-site logistics, seminar instructors liaison, Trainer for "Train-the-Trainer" seminar.

Professional Training

- Writing Trainers
 - Basic Grammar and Writing Skills for Business 2009
- Meeting Professionals International
 - Chapter Leaders Conference, 2006
 - World Education Congress, 2005
 - Certified Meetings Manager, started studies 2005
 - Certified Meeting Professional signification 1998 to 2008
- American Society of Association Executives
 - Springtime in the Park, 1988 – 2006
 - Distance Learning & Demo Series, 2005
 - Meetings & Exposition, 2005
 - Membership Marketing Symposium, 2005
 - Business of Meetings, Certificate Program
- Dale Carnegie

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- Public Speaking Mastery, 2002
- The Leadership Advantage

Computer Skills

Proficient with iMIS; Filemaker; Microsoft Office Professional including Word, Excel, Powerpoint, Outlook; Explorer; Windows XP; Adobe Acrobat Professional; Adobe Pagemaker, Adobe InDesign; Adobe PhotoShop; Macintosh operating system Panther

Professional Affiliations

Member, Meeting Professionals International, 1996 to present