

Cydney Key
Milwaukee, WI 53218
(407) 808 - 1820
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PROFILE: Attentive and detailed oriented nonprofit leader, skilled in board governance, donor relations, and project management. Demonstrated ability to manage and lead multiple projects with competing deadlines. Known for excellent work ethic, organizational skills and versatility. Works well with a team or independently, with exceptional relationship management skills. A clear and logical communicator with excellent written, analytical, verbal, and interpersonal skills.

PROFESSIONAL EXPERIENCE

ThriveOn Collaboration (Greater Milwaukee Foundation), Milwaukee, WI

Senior Director of Guest Experience and Strategic Partnerships – June 2023 – present

- Contribute to all aspects of the historic redevelopment of a 400,000 SF community development initiative while representing internal and external stakeholders for collaborative place based investment
- Develop and implement community HUB activation strategy involving corporate and residential tenants and community members and a host of local stakeholders
- Support outreach and synthesize/document impact for community engagement with partner/collaborators

America's Black Holocaust Museum, Milwaukee, WI

Director of Museum Operations – March 2020 – May 2023

- Assist in all aspects of re-emerging the cultural and educational institution after 13-year closure
- Develop and implement a complete museum operations plan, including managing all vendor and contracts needed to maintain museum operations
- Facilitate workflow two full-time and three part-time staff member, and multiple volunteers and daily contractors
- Responsible for ongoing review, update and testing of emergency preparedness plan
- Work closely with President and CEO and Education staff to develop programing and support outreach initiatives
- Establish and maintain excellent relationships with industry colleagues and collaborators
- Coordinate and execute special events with community members as well as local, state, and national governmental partners
- Support virtual museum curation that reaches over 3.5 M visitors annually
- Collaborate with the Director of Fundraising to meet fundraising milestones of over \$1M gifts annually

Executive Assistant to CEO – October 2018 – February 2020

- Worked directly with the Chief Executive Officer (CEO), the Executive Assistant will assist with any number of ongoing institutional projects and initiatives
- Manage all day-to-day operations of the CEO's office
- Acted as liaison between the CEO, community partners, visitors, and staff as appropriate
- Drafted external and internal correspondence
- Maintained CEO's calendar, including scheduling and preparing background information for meetings
- Maintained CEO's email inbox, including flagging critical correspondence, tracking appropriate follow up, and anticipating scheduling needs
- Managed Board-related database, material distribution, meeting set-up, and minutes

- Screened and directed incoming calls to the CEO and maintain general operator line
- Organized and maintained physical and digital files
- Processed incoming and outgoing mail
- Coordinated domestic/international travel and itineraries and organized CEO's participation in conferences and assorted speaking engagements
- Assisted with planning and execution of and private Museum events, including arranging VIP guest tours
- Prepared presentation and meeting materials for a variety of stakeholders
- Schedule and organize staff meetings and events

Accreditation Council for Continuing Medical Education, Chicago, IL

Executive Administration Assistant – October 2016 – June 2018

- Managed schedules, coordinate all commitments and travel for two ACCME executives
- Managed incoming mail, calls, and outgoing correspondence
- Established and maintained excellent relationships with industry colleagues and directors
- Coordinated projects related to the successful execution of governance, collaborative projects and meetings
- Maintained databases with volunteer and stakeholder information

CBRE, Chicago, IL

Real Estate Services Administrator - June 2013 – October 2016

- Tenant services coordination, daily operations and events planning/execution
- Establish and maintain excellent tenant, vendor, and community relationships with the highest level of customer service
- Assist with client and vendor customer service
- Performed a variety of administrative tasks for assigned staff including phone support, draft, preparation and distribution of correspondence, calendar and scheduling, meeting coordination
- Managed \$200,000 monthly operations budget
- Performed accounts payable tasks; codes invoices for payment, ensures that all invoices have appropriate backup attached, inputs into accounting system, and forwards original invoices to accounting for payment

Education

University of Florida | Bachelor of Science May 2010

Major: Science in Family, Youth, and Community Sciences

Minors: Organizational Leadership and Non-Profit Management

Technical Skills

Microsoft Office Suite (Advanced Proficiency)
Bloomerang, DonorSnap (CRM)

Adobe Creative Suite
Savvy Social & Mobile Media User

Professional Affiliations, Training, and Awards

- Empower Credit Union, Board Member
- Howard University School of Business & Association of African American Museums, Advanced Executive Training Program, 2022 Inaugural Cohort
- School of the Art Institute of Chicago, Creative Lab Cultural Leaders 2020-2021 Cohort
- Milwaukee Urban League Young Professionals member
- BOMA (Building Owners and Managers Association) Chicago Full-Designation Scholarship Recipient
- Metropolitan Board of Chicago Urban League – previous Executive Board Member
- Alpha Kappa Alpha Sorority, Incorporated