Claudia A. McNamee

4 Rampart Pass, PO Box 109 *914-646-5812 (M)*
Waccabuc, NY 10597 *claudia.mcnamee@gmail.com*

CAREER PROFILE

Proven leader with extensive experience in strategy, development, and operations of winning programs focused on delivering best-in-class results. Highly effective in working with diverse teams to grow and administer complex operations. Committed to providing thought leadership and business acumen to innovative solution development. Passionate about the importance of building community and leveraging the strengths of team members to deliver significant and sustainable positive impact.

PROFESSIONAL EXPERIENCE

JPMORGAN CHASE, New York, NY **April 2012-Current**
Largest US financial services firm with operations in consumer, commercial, and investment banking.
Executive Director, Corporate Strategy & Process Improvement

- Program Lead for firm-wide Operations Analyst Development Programs responsible for design, development and delivery of JPMC's global strategy around building a pipeline of future operations managers and leaders.
- Program Head for firm's Chief Administrative Officer (CAO) Site Leader initiative providing leadership and coordination around building partnerships across lines of businesses and functions to better facilitate real estate planning, business resiliency processes, talent development, employee retention, and community engagement.

WNFA, New York, NY **2009-2010**
WNFA (White Nights Foundation of America) is a non-profit organization that supports the activities of the Russian Mariinsky Theatre and its commitment to strengthen and expand the cultural, educational, and business relationships between the U.S. and Russia.
Executive Director

- Developed and implemented short- and long-term plans to achieve WNFA's mission objectives and administrative goals. This included identification of new donors and directors, creating fundraising materials and donor privileges, as well as managing donor relations. Spearheaded decision to upgrade computer hardware as well as purchase and implement donor management software system, Raiser's Edge, in order to more effectively manage donor information and gift history. Negotiated Blackbaud contract pricing.
- Partnered with Co-Chairs, Vice Chair, CFO, Development Team to create strong baseline of programs for future fundraising and build continued awareness around the WNFA and the Mariinsky Theatre.
- Increased giving levels at WNFA's 2009 annual fundraising event by 10% by leveraging financial services and hospitality industry relationships.
- Responsible for the planning, communications, execution of and around board and sub-committee meetings.
- Responsible for office operations.

CITIGROUP, New York, NY **1996-2009**
International financial services firm with operations in consumer, corporate, and investment banking.
Director, Office of Global Volunteer Initiatives, NYC ***2006-2009***

- Proven record in effective formulation of diverse teams to grow and administer multi-faceted operations. As director of Citi's global volunteer initiatives with very limited resources and few direct staff, program implementation depended on building and leveraging relationships across business, function, and geographic lines. Convening a global network of volunteer leaders to deliver market-specific programs in 100 countries required alignment and close collaboration with the Citi Foundation and Citi's Office of Financial Education as

well as the development of a strategic communications plan and superb writing, public speaking, and presentation skills

- Guided the strategy, management, and implementation of Citi's employee volunteer program. Developed corporate infrastructure as well as communication plan to increase volunteer awareness and participation in 100 countries.
- Led planning and execution of Citi's inaugural 2006 Global Community Day whereby 45,000 volunteers in 100 countries participated in community service around the world in a 24-hour period. In the years that followed, this initiative gained even greater momentum and participation.

- Oversaw the development of and transition to a multi-dimensional online application where employees around the world identify/register for volunteer opportunities as well as track their hours. Citi's Volunteer Management System was translated into 11 languages and available to its global workforce. With this tool, employees managed their volunteer activities and a method of measurement was established for time and impact.
- Developed global communications strategy for Citi volunteerism based on website enhancements and establishing domestic and international volunteer leader councils and company-wide networks. Informational resources provided to global network of 400 volunteer leaders and all employees on volunteer website and VMS. Leveraged existing low-cost technology for effective global communications.
- Navigated movement towards skill-based volunteer opportunities particularly non profit board participation, overseeing development of a US Non Profit Board Membership Guide with interest internationally to tailor for other countries. This national trend was identified and leveraged to increase employee engagement in local communities
- Positioned Citi as a national and global leader in the corporate volunteer sector through strategic planning, program and resource development, as well as effective team-building and relationship management. *Citi was recognized by the Points of Light Foundation as 2007 recipient of the Award for Excellence in Workplace Volunteer Programs.*
- Through affiliations with external organizations such as the Corporation for National & Community Service, Taproot Foundation, Points of Light Institute/Hands On Network, IAVE, Brookings Institution, and the Corporate Volunteers of NY (CVNY), Citi was consistently viewed as a leader in the corporate volunteer arena. Participation at national and international volunteer conferences also contributed to Citi's standing in the sector.
- Spearheaded Citi's host role in the national Pro Bono Summit in collaboration with the Corporation for National & Community Service and Taproot Foundation in 1Q08. Attendees included government officials, private companies, and non profits.
- Served on board of the International Association for Volunteer Effort (IAVE). Represented Citi as a founding member of IAVE's Global Corporate Volunteer Council, an initiative developed to connect global companies through shared best practices, joint projects and publications, as well as landmark research.

Director, Sanford I. Weill Center for Strategy and Executive Development, Armonk, NY ***2000-2006***

- Responsible for operations and expansion of this facility for nearly 10 years, resulting in one of the world's premiere conference venues where hundreds of domestic and international Citi meetings and events are hosted annually for Senior Management.
- Demonstrated strength in team-building with multi-stakeholder values at the process core and team members steadfastly believing in the products they deliver and, therefore, their investment of time, effort, and personal accountability.
- Strong ability to interface effectively with senior leaders from various businesses, functional and cultural backgrounds.
- Highly effective in building trust, respect, and cooperation among team members.
- Collaborative "team player" orientation toward work relationships and strong cultural awareness.
- Skilled in anticipating problems and taking proactive approach to problem solving.
- Accomplished at dispute settlement, conflict resolution, and negotiation.
- Special experience with developing people as they work: skilled in coaching, mentoring, and teaching on-the-job.
- Conceptualized and delivered a senior women's Leadership Development Program by effectively working with a broad spectrum of individuals at different levels within Citi's corporate offices, leveraging relationships and appropriate expertise to develop best program components.

- As a key senior member of Citi's Corporate Center Women's Organization (CCWO) Steering Committee, led the CCWO Leadership Development Program to provide senior women with growth opportunities across businesses. Developed the CCWO Community Outreach program to provide women with hands-on and skill-based service opportunities.

Assistant Director, Travelers Group Executive Planning Center, Armonk, NY ***1996-2000***

- Key member of core planning team that conceptualized and designed the conference facility which included three buildings with 24 overnight accommodations, four conference rooms, three private dining rooms, fitness center, and laundry facility, all located on 10 acres.
- Facilitated the opening of the center which included the hiring and training of staff and developing business procedures for all departments.
- Co-managed the 24/7 operations for four years and then took over as director in year 2000.

GARRETT HOTEL GROUP, Burlington, VT
Boutique hotel group catering to upscale and exclusive clientele.
Manager/Marketing Director, The Point, Saranac Lake, NY **1988-1996**

- One of two key principal managers who established The Point, a Relais & Chateaux property in Saranac Lake, NY, as one of the world's most highly acclaimed destinations, earning the coveted Zagat Survey's #1 U.S. Resort & Corporate Retreat Award for three consecutive years 1993-1995.

PEI ASSOCIATES, Washington, DC
Environmental consultant company that focused on hazardous waste site remediation design and implementation.
Project Manager **1987-1988**

JRB ASSOCIATES, McLean, VA
Environmental consultant subsidiary of defense department think-tank Science Applications International Corporation (SAIC) headquartered in La Jolla, CA.
Staff Geologist/Assistant Project Manager **1981-1987**

EDUCATION

NEW YORK UNIVERSITY, LEONARD N. STERN SCHOOL OF BUSINESS **2000**
MBA, Management

FRANKLIN & MARSHALL COLLEGE **1981**
BA, Geology

Professional Affiliations

- International Association for Volunteer Effort (IAVE), Board Member until 2009; Current Senior Advisor
- Global Corporate Volunteer Council of IAVE, Citi Representative and Co-Chair, 2006-2008; Corporate Volunteers of New York (CVNY), Member 2006-2009.

Personal Interests

- Runner, cross-country skier, equestrian, outdoor enthusiast, foodie
- Raising bird hunting dogs and competing in regional and national, walking and horseback field trial competitions; owner of multiple Pointer champions and French Brittany gun dogs.