

# Mitchell D Hemann

4571 Pebble Brook Drive • Jacksonville, FL 32224  
Cell: 718.801.0564 • E-MAIL: mhemann@gmail.com

---

## SUMMARY OF QUALIFICATIONS

Dedicated, trustworthy individual who has the ability to effectively interact at all organizational levels; Self-motivated with very strong organizational and time management skills; Excellent orientation for teamwork and the ability to multi-task with follow through to achieve project goals; Mature, responsible, and committed to the customer experience.

---

## EXPERIENCE

2015 - 2015

### **THE FRIST CENTER FOR THE VISUAL ARTS**

**NASHVILLE, TN**

#### **Membership Coordinator**

- Supported Associate Membership Manager with thorough knowledge of membership services, benefits and policies.
- Processed new and renewing membership gifts and coordinated distribution of benefit materials and new member packages.
- Maintained accurate records on membership, including acknowledgements, mailing lists and other reports as needed.
- Updated and maintained member database in Raiser's Edge and Altru.
- Managed membership desk during weekends and special events.
- Served as point person regarding staffing needs and membership policies and procedures.
- Assisted with the creation and management of the department's electronic and paper files.
- Collaborated with Associate Membership Manager with the development of membership collateral materials and programs.
- Assisted in generating member prospect leads and other information gathering as needed.
- Collaborated with Development Department during fundraisers and other special events, assisting with registration, set up and general support.
- Assisted Associate Membership Manager in development of programs and events that attract new members and engage and retain existing members.

2014 - 2015

### **THE FRIST CENTER FOR THE VISUAL ARTS**

**NASHVILLE, TN**

#### **Membership Associate**

- Provided outstanding customer service to members, non-members and all other visitors.
- Staffed the member services desk.
- Responded to membership inquiries via email, phone and fax in a prompt and professional manner, while keeping the best interests of the organization in mind.
- Assisted in the coat check and audio-guide desk when necessary.
- Worked effectively with volunteers in a positive and constructive manner.
- Assisted with bulk mailings of membership materials and cards.
- Provided backup for members' events, special projects and activities.

2007 - 2013

### **THE ESTEE LAUDER COMPANIES, INC**

**NEW YORK, NY**

#### **Assistant Manager / Archivist**

- Researched, collected and cataloged objects or records such as documents, products and audiovisual materials relevant to the history of the company to ensure their preservation.
- Managed and maintained the company's many collections.
- Lead and managed ELC Archives outreach programs.

- Collaborated with other departments within the organization to ensure that critical information about the history and legacy of the organization is shared with employees in the form of orientations, tours, exhibitions and talks.
- Researched requests and provided reference services globally using information found in the physical or digital archive in order to support the many functions of the company.
- Research requests and provide reference services globally using information found in the physical or digital archive in order to support the many functions of the company.
- Oversee the digitization of the collections and prepare them for migration into suitable digital asset management systems.
- Lead and facilitated meetings with senior management and point people within the brands who are interested in learning about the company's history and its legacy.
- Supervised and trained new staff and interns, and oversaw their daily tasks and assignments.
- Supported the development of business plans and strategies, matters concerning the budget, and the development of employees.
- Evaluated current business processes and systems and determined whether or not new procedures should be implemented to maximize operating efficiency.
- Ensured that the department's goals are aligned with that of the organization and explored new opportunities to drive value to the business.

2006 - 2007

**FLETCHER ASSET MANAGEMENT**

**NEW YORK, NY**

**Executive Assistant, Office of the Chairman**

- Provided high-level administrative support to the Office of the Chair.
- Heavy calendar coordination, phone coverage, filing, and meeting room set-up.
- Maintained subscriptions, supplies, and all purchasing for the group.
- Prepared presentation materials for high profile meetings.
- Cataloged and handled mail.
- Always exercised strict discretion when handling confidential material.

**EDUCATION**

---

**MODERN ARCHIVES INSTITUTE, Washington DC (2011)**

- Certificate program centered on archival theory and practice held at the National Archives and Records Administration and the Library of Congress.

**U-INC PROGRAM, New York NY (2010)**

- Year long internal management development program conducted by the Global Management Strategies department of the Estée Lauder Companies.

**DELTA COLLEGE, Saginaw MI (1990 – 1992)**

**VOLUNTEER**

---

**NORMAN STUDIOS SILENT FILM MUSEUM, Jacksonville, FL (2015 - 2016)**

- Member, Board of Directors

**NORMAN STUDIOS SILENT FILM MUSEUM, Jacksonville, FL (2015-2016)**

- Archivist, Donor Relations, Membership

**ADDITIONAL SKILLS**

---

- Proficient in both PC and Mac platforms.
- Microsoft Office, Filemaker Pro, Raiser's Edge, Photoshop and scanning applications.
- Performance and project management.
- Ability to supervise staff, be a mentor and foster teamwork.