



LISA H. CHIN

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CEO / Executive Director/ Interim Executive

Emphasis on Business and Non-Profit organizations: Consumer-Centric Technology Businesses/Foundations / Social Enterprises / Issue & Advocacy Organizations

Senior executive leader with 20+ years of expertise driving breakthrough results for highly innovative and mission-focused businesses and organizations including Amazon, Social Venture Partners, Year Up, Boys & Girls Club and Bellevue College. Experienced in vision and goal setting, and providing steady guidance during unstable and uncertain times. Proven change agent, strategist and fundraiser. Passionate about applying best practices to improve organizational agility. Master communicator skilled at addressing diverse audiences of all ages, spanning all socioeconomic and ethnic backgrounds.

AREAS OF EXPERTISE

P&L Responsibility / Executive Leadership	Consumer Marketing (Technology driven)
Cross-Functional Team Leadership	Strategic Planning, Goal Setting & Visioning
Employee Development, Mentoring & Coaching	Shareholder Centric Business Focus
Board Development & Corporate Governance	Community Relations / PR / Media Outreach
Strategic Partnership & Alliance Formation	Legislative Advocacy & Cause-Based Marketing
Fundraising, Grant Management & Donor Relations	Change Management / Organizational Development

EDUCATIONAL CREDENTIALS

Ph.D., Education, University of California, Los Angeles (UCLA), Los Angeles, CA: 1996
B.A. Degree, Political Science & Art, Wellesley College, Wellesley, MA: 1985

CAREER HISTORY & KEY ACCOMPLISHMENTS

BOYS & GIRLS CLUBS OF KING COUNTY ▶ PRESIDENT/CEO Seattle, WA: 2016-2018

Core Challenge: Was recruited to position the turn-around of the third largest Boys & Girls Club in the US. serving over 24,000 kids and teens to provide a safe place and supportive environment for them to reach their potential

Key Wins & Results:

- Recruited a top-tier executive team
- Forged public-private partnerships with key local, state, and national service partners
- Expanded services and revamped core program offerings to more than 17,000 families
- Full P&L responsibility with focus on financial sustainability and diversified revenues
- Lead ambitious fundraising efforts, increasing revenues by 11 percent (to \$20MM) in less than two years, through program revenues and private philanthropic donations
- Built a culture of accountability with heavy focus on “customer-centric outcomes”

YEAR UP (PUGET SOUND) ► EXECUTIVE DIRECTOR

Seattle, WA: 2010-2015

Core Challenge: Recruited to lead the Northwest office startup for this high-profile non-profit organization that was focused on closing the "opportunity divide" facing young adults in economically challenged urban settings

Key Wins & Results:

- Recruited a top-tier Board of Directors and team of 40+ FTE staff members to the organization
- Built-out the Seattle office presence, establishing all operations, infrastructure, policies, and procedures
- Held full P&L responsibility and ensured effective ongoing financial stewardship of the organization
- Drove aggressive fundraising efforts, increasing revenues from \$170K to \$4.8M through private philanthropic donations and the development of significant commitments from top corporate sponsors
- Forged strategic partnerships with over 50 corporate partners including Microsoft, Seattle Children's Hospital, JP Morgan Chase, Nordstrom, Expedia, Liberty Mutual, and T-Mobile
- Carefully monitored all programs for accountability and to ensure performance against objectives
- Led quarterly Strategy Sessions w/ Board/Staff to ensure continued focus, alignment, and momentum
- Served as key regional advocate and "storyteller" for the Year Up organization, delivering hundreds of presentations throughout the community to various business philanthropic, and social service groups

JUBILEE WOMEN'S CENTER ► EXECUTIVE DIRECTOR

Seattle, WA: 2009-2010

Core Challenge: Brought on board by this 27-year-old women's transitional housing facility to lead a major restructuring/turnaround effort centered on improving financial stability, morale, and mission achievement

Key Wins & Results:

- Expanded board of directors and led intensive strategic planning process with board and stakeholders
- Reviewed and revamped numerous policies, processes, and procedures
- Expanded scope of services to include advocacy and community partnerships, in addition to housing

OPEN ARMS PERINATAL SERVICES ► EXECUTIVE DIRECTOR

Seattle, WA: 2006-2008

Core Challenge: Took the organization to higher levels of growth and established it as a stable, valued, and respected provider of perinatal and healthcare services to expectant mothers from all walks of life

Key Wins & Results:

- Led the firm through a period of unprecedented growth, boosting funding from \$25K to \$600K annually
- Developed a series of new programs, in addition to recruiting a new board and over 35 staff members
- Took leadership role in all areas of fundraising including public, foundation, and individual giving efforts
- Built the organization into a successful, sustainable operation serving over 500 women annually

AMAZON.COM ► SENIOR PROGRAM MANAGER

Seattle, WA: 1998-2003

Core Challenge: Led the development and execution of groundbreaking technical/retail programs aimed at helping Amazon.com emerge as a dominant e-commerce player—despite fierce market resistance

Key Wins & Results:

- Set vision, priorities, and roadmaps for the release of core Amazon feature/function enhancements
- Leveraged street smarts and a deep toolbox of creative-problem solving, motivational, and leadership techniques to guide cross-departmental teams in the successful completion of "can't be done" projects
- Played a key role in the planning efforts focused on the role of technology in meeting and exceeding consumer demands and needs

ORGANIC ONLINE ► EXECUTIVE PRODUCER

San Francisco, CA: 1996-1998

Core Challenge: Hired into key client-facing role by this Bay Area multi-media advertising agency, focused on managing complex projects, increasing client billings, and ensuring exemplary client satisfaction rates

Key Wins & Results:

- Managed team of ten full-time Production personnel, in addition to up to ten additional contingent staff

- Developed a robust set of new internal standards and tools throughout the company, including project estimation templates, process and workflow diagrams, and digital asset management practices
- Increased organizational capacity via the launch of new in-house technical training programs for staff
- Personally managed multiple high-visibility client accounts including Nike, McDonalds, Levi Strauss, Kimberly Clark, Star Wars, Sony Electronics, and Ringling Brothers / Barnum and Bailey

COMMUNITY LEADERSHIP / BOARD ROLES

SOCIAL VENTURE PARTNERS | PARTNER & BOARD CHAIR

Seattle, WA: 2002-2015

Provided governance to this dual-mission, 270+ member venture philanthropy organization, assigning over \$1M in annual grants to K-12 educational institutions, environmental firms, and early childhood support agencies. Roles to date include Board Chair (2008-2009); Board Member (2003-2009); Member, Portfolio Granting Committee (2005-2007); and Chair, Diversity & Cultural Competency Working Group (2003-2004).

BELLEVUE COLLEGE | BOARD OF TRUSTEES

Bellevue, WA: 2010-Present

Appointed a Trustee multiple times to the 5-person board by the Governor of the state of Washington to the largest combined community and 4-year college in Washington State, serving over 30,000 students annually. Served as Chair and reappointed as Chair with focus on providing governance, strategic direction, innovation, and leadership.

SEATTLE METROPOLITAN CHAMBER OF COMMERCE | BOARD OF DIRECTORS

Seattle, WA: 2018-Present

The Chamber engages the innovation and entrepreneurship of its members to advance economic prosperity, advocate for a vital business environment, and build sustainable and healthy communities in the Seattle region.

BELLEVUE ART MUSEUM | TRUSTEE

Bellevue, WA: 2019-Present

Bellevue Arts Museum is where artists, area citizens and donors directly participate in the exchange of ideas, illuminating and enriching their joint experience of art, craft, and design.

THRESHOLD GROUP | DIRECTOR

Seattle, WA: 2012-2017

Member of board of directors providing governance for this niche wealth management firm, overseeing \$3.5 billion in assets for an international group focused on investing for maximum impact and sustainability.

VOICES EDUCATION PROJECT | BOARD MEMBER

Seattle, WA: 2007-2009

One of 13 board members championing further public education around the roots of violence and war.

STATEWIDE POVERTY ACTION NETWORK | COORDINATING BOARD MEMBER

Seattle, WA: 2003-2007

Core member of this advocacy group dedicated to identifying and eliminating the root causes of poverty.

ASIAN COUNSELING & REFERRAL SERVICES | CO-CHAIR, CAPITAL CAMPAIGN

Seattle, WA: 2003-2008

Was recruited by fellow Asian business leaders to be a key player in leading a \$19M, five-year capital campaign for the largest multi-service agency in the Pacific Northwest, dedicated to serving the needs of Asian-Pacific American citizens, refugees, and immigrants.