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## **EDUCATION**

UNIVERSITY OF CHICAGO  
Masters in Business Administration, Concentrations in Finance and Marketing, 1986

NORTHWESTERN UNIVERSITY  
Bachelor of Science in Communication Studies, 1981

## **TEACHING / FACILITATION / SPEAKING EXPERIENCE**

CORPORATE – KPMG, BP, Summit Executive Conference Centre, Farm Progress, Ford Motor Credit, EMC Venues, Aames Mortgage, Exactech

ACADEMIC – Roosevelt University, University of Minnesota, Northern Illinois University, College of DuPage

MEETING PROFESSIONALS INTERNATIONAL (MPI) – Platinum Program Speaker (1999, 2005, 2006, 2007), Professional Education Conference North America (2002, 2003), World Education Congress (2003), Institutes Faculty Member (2002)

MEETING PROFESSIONALS INTERNATIONAL – CHICAGO AREA CHAPTER – Educational Conference: Turning Tortuous Training into an Exciting Event (1999), Return on Investment (2006)

OTHER ASSOCIATION – CONFERENCES – American Society of Travel Agents (Annual meetings 2001, 2002), Adverting Specialty Institute (Annual meeting), National Association of Business Travel (Annual meeting 2004), International Association of Conference Centers (Annual conferences 2004, 2005), ITME Motivation Show (2000, 2001, 2002)

SIMULATIONS – The Journey Home, Expedition, Mind of the Customer, The Head Game

## **PROGRAM DEVELOPMENT EXPERIENCE**

MEETING MANAGEMENT 101 – Four-day course developed for Professional Convention Management Association

EMMERCE – Simulation for financial services industry addressing electronic data interchange (EDI)

SELF-STUDY CURRICULUM – Mortgage lending program

CASE STUDIES – For use in various training programs and seminars

SEMINARS – 180 Ways to Transform your Meetings, Reaching a Jaded Audience, Looking into the Role of Emotional Intelligence, Communicating Across the Globe, The Measurement Exchange, Building Effective Supplier Teams, Four Walls and More, Opening the Treasure Chest, Break Through Budgeting

## **CONVENTION AND MEETING MANAGEMENT EXPERIENCE**

MANAGE REQUEST FOR PROPOSALS (RFP) PROCESS – Write, distribute and evaluate RFPs

SITE SELECTION – Conduct site inspections

MEETING MANAGEMENT – Manage pre-event and on-site logistics including Banquet Event Orders (BEOs); work with conference services, A.V companies

VOLUNTEER DEVELOPMENT, RECRUITMENT AND UTILIZATION – Manage volunteer teams to develop program content and execute association education

## **ASSOCIATION EXPERIENCE**

INTERNATIONAL ASSOCIATION OF CONFERENCE CENTERS – Responsible for development, planning and execution of regional educational programs for the International Association of Conference Centers. Retained since 2003.

PROFESSIONAL CONVENTION MANAGEMENT ASSOCIATION – Project work including development of courses, course trainer, development of speaker resources, development of action planning tool, supplemental resources to accompany *Professional Meeting Management®*, fifth edition and materials to support Annual Meeting.

MEETING PROFESSIONALS INTERNATIONAL – Responsible for executing education curriculum for largest chapter in association. Also President of Chicago Chapter 2004-2005.

## **PROFESSIONAL CERTIFICATIONS**

PHILLIPS ROI METHODOLOGY – Completed 5-day ROI Methodology course work; Certified ROI Professional

## **RELEVANT VOLUNTEER EXPERIENCE**

CONVENTION INDUSTRY COUNCIL – Member of the Accepted Practices Exchange (APEX) Educational Advisory Council responsible for distributing information and training on the APEX Toolkit (meeting management toolkit) to 32 member organizations representing more than 103,500 individuals, as well as over 17,300 firms and properties involved in the meetings, conventions and exhibitions industry.

## **PROFESSIONAL EXPERIENCE**

SEAL INC. (1996 – present) – Independent consultant providing facilitation, training and teambuilding services. Utilization of experiential learning model, interaction and engagement with the learner.

CITIBANK, Vice President (1989–1996) – Managed a cash management sales team; engineered a nation-wide product rollout; developed training programs, sales support materials, customer presentations, business requirements, and internal sales monitoring system. Prior to management responsibilities, responsible for large corporate customers including Procter & Gamble, Westinghouse and Sara Lee.

WELLS FARGO BANK, Vice President (1986–1989) – Sold treasury management services to Fortune 1000 clients including McGraw Hill, US Post Office, and Pfizer.

HARRIS BANK (1981 – 1986) – Positions involved cash management consulting, operations, MIS systems, and sales.

## **ARTICLES AND PUBLICATIONS**

- Publisher and author of *Tips for Innovative Meetings and Events*, U.S. Library of Congress ISSN1539-1833, May 2000 – present
- Author of multi-cultural awareness chapter in *Professional Meeting Management*
- The Meeting Professional
- Illinois Meetings & Events
- Corporate Meetings & Incentives
- Missouri Meetings and Events
- Midwest Meetings

## **MEMBERSHIPS**

- Meeting Professionals International (Past President of Chicago Area Chapter)
- Professional Convention Management Association
- Midwest Facilitators Network
- University of Chicago Women's Business Group