

# Wendy McDaniel

## Community Champion

Vero Beach, FL 32962

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## Professional Summary

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I'm a passionate and results-oriented professional with a strong background in program management, donor relations, compliance, and crisis support. I thrive on building meaningful relationships, whether it's fostering connections with donors, collaborating with community partners, or guiding individuals through challenging situations. I'm skilled at planning events, managing data systems, and aligning strategies with organizational goals to create lasting impact. With a focus on compassion, professionalism, and results, I'm committed to making a difference in the communities I serve.

## Work Experience

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### Crisis Senior Manager

United Against Poverty - Vero Beach, FL

September 2023 to Present

- Oversee the Crisis Stabilization Program, a cornerstone initiative of United Against Poverty, providing critical support to individuals in immediate need.
- Conduct comprehensive intake assessments, offering empathetic one-on-one guidance to develop actionable plans for resource connection and case management.
- Deliver compassionate counseling to clients from diverse backgrounds, fostering trust and creating a safe, non-judgmental environment.
- Apply active listening techniques to understand client concerns, validate emotions, and deliver tailored guidance.
- Maintain meticulous documentation of all client interactions, ensuring confidentiality and adherence to legal and ethical standards.
- Coordinate follow-up care by connecting clients with long-term support services and community resources.
- Cultivate and strengthen partnerships with community organizations, expanding access to resources and support networks.

### Volunteer Coordinator

United Against Poverty - Vero Beach, FL

January 2023 to September 2023

- Recruited, trained, and supervised a team of volunteers for various events and programs.
- Developed and implemented volunteer recruitment strategies to attract diverse candidates.
- Managed volunteer schedules, ensuring adequate coverage for all shifts and events.
- Managed and maintained the volunteer management system, Hands On Connect Salesforce, for reporting purposes.
- Foster an environment that embraces diversity, inclusion, development, and connection.
- Established strong relationships with community organizations to expand the pool of potential volunteers.

- Coordinated volunteer appreciation events to recognize the contributions of dedicated volunteers.

### **Donor Relations Coordinator**

United Against Poverty - Vero Beach, FL

April 2022 to January 2023

- Ensured accurate and up-to-date donor records within the Donor Pro system, monitoring giving history, engagement levels, and key data to support targeted cultivation and solicitation strategies.
- Organized and executed donor-centric events, including large-scale fundraisers and appreciation gatherings such as the Community Resource Fair, 2023 Gala, 2022 & 2023 Burgers and Brews, 2022 Turkey Trot, Hopeful Harvest, and exclusive private events. Managed logistics, guest lists, and communications to ensure successful and impactful events.
- Collaborated closely with the Development Director and fundraising team to synchronize donor engagement efforts, strengthen relationships, and meet organizational fundraising objectives.

### **Owner and Operator**

Life is Better with Boba Food Truck - Vero Beach, FL

September 2020 to April 2022

### **Director of MLS Compliance**

RE/MAX International, LLC - Denver, CO

September 2018 to September 2020

- Spearheaded the acquisition, supervision, evaluation, and compliance of all data feeds powering agent, broker, and consumer-facing websites.
- Oversaw and maintained contractual relationships with 560 MLS boards, ensuring seamless collaboration and adherence to company standards.
- Achieved and exceeded all objectives outlined in a rigorous two-year contract, driving measurable success in compliance and data integration.

### **Director, MLS Compliance Group**

Homes Media Solutions - Boca Raton, FL

January 1999 to June 2018

- Oversaw the acquisition and compliance of 560 data feeds supporting agent, broker, and consumer-facing platforms, ensuring seamless operations and adherence to standards.
- Managed all contractual relationships between HMS and MLS boards, negotiating agreements that upheld the integrity of the Homes.com brand.
- Streamlined workflows and optimized processes to improve efficiency and reduce turnaround times.
- Administered and executed customer IDX and VOW agreements, maintaining compliance across platforms.
- Monitored and enforced compliance on Homes.com and REMAX.com, ensuring data integrity and regulatory adherence.

## **Education**

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### **Bachelor in Business Administration**

WESTERN CAROLINA UNIVERSITY - Cullowhee, NC

August 1989 to May 1993

## **Skills**

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- Adobe Photoshop Expert
- Microsoft Office (Excel, Word, PowerPoint, Teams)

- Google Office (Gmail, G+, Google docs, etc.)
- Social Media Management
- Project Management
- Volunteer management
- Event planning
- Public speaking
- Strategic planning
- Compliance Management
- Motivational Interviewing

## Additional Information

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IRC Chamber of Commerce Leadership Class of 2025

Parent Engagement Advisory Council Task Force

Grant Review Committee, CSAC of Indian River County

Sewing Teacher at Youth Guidance Mentoring Academy

Motivational Interviewing and Trauma Informed Care Trainer

Vice Chair for Leaders In Maximizing Access To Education Task Force

Chair for Community Leadership Council at Dodgertown Elementary