

# Patrick M. Algyer, CVA

Falls Church, VA • 612.281.8719 •

[patrick@encoreengagement.com](mailto:patrick@encoreengagement.com)

[linkedin.com/in/patrickalgyer](https://www.linkedin.com/in/patrickalgyer)

Chief Executive Officer | Chief Operations Officer

Executive Director | Senior Vice President

Executive professional with extensive experience serving non-profit organizations. Expertise in program administration, membership and volunteer relations, operational and strategy planning, marketing and event management, budget and resource allocation, and bylaw compliance. Drives the organizational mission and vision to maximize program awareness and effectiveness. Sharp business acumen and entrepreneurial mindset. Innovates and improves processes to increase membership and reduce costs and expenses. Passion for diversity, equity, and inclusion. Results-focused with excellent communication and interpersonal relations skills. CAE Candidate 2022.

## Areas of Expertise

- ◆ Business Operations Oversight
- ◆ Program Development
- ◆ Member and Volunteer Relations
- ◆ Event Marketing and Promotions
- ◆ Non-Profit Organizations
- ◆ Budget and Finance Management
- ◆ Strategic Planning and Execution
- ◆ Website Development
- ◆ Association Management
- ◆ P&L Accountability
- ◆ Process Improvement
- ◆ Team Building and Leadership

## Professional Experience

Encore Engagement Solutions, LLC, Arlington, VA

July 2019 – Present

### Chief Strategist

Provide management consulting to help client associations, affiliates, chapters, and special interest groups achieve operational success.

- Guided clients in all aspects of organizational structuring including strategic planning, relationship building, member acquisition and retention, member benefits and activities, meetings management, website design, member portal development, database management, and bylaw compliance.
- Directly trained and supported client personnel including leadership training.

Global Business Travel Association (GBTA), Alexandria, VA

April 2019 – July 2019

### Senior Director of Membership and Volunteer Relations

Administered the global volunteer budget, 14 committees, and the mentor/mentee program comprising 1,100+ member volunteers. Communicated regularly with the Board of Directors and organizational leaders to establish and align business goals.

- Led the planning and execution of several annual events such as Ladders Program and Committee Summit, Quarterly Chapter President Council Meetings, and the Chapter Leadership Summit with an average attendance rate of between 50 to 200 members.
- Trained and supervised two direct reports in providing marketing services to 40 chapters and 14 committees.
- Mentored and managed three direct reports in delivering membership assistance and support to 10,000+ global members.
- Developed and implemented a strategy to optimize services and processes for the Volunteer Relations department and increase member engagement.
- Created and introduced new programs, processes, and practices to support members and grew the member base at both the local and international levels.
- Designed and launched a successful national sponsorship program.

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- Maintained the organization's association management software (AMS) platform.

Global Business Travel Association (GBTA), Alexandria, VA  
**Director of Volunteer Relations**

March 2018 – March 2019

Provided a range of operational support to 39 chapters and affiliates for membership acquisition and retention, event marketing, tax filing, bylaw review, and other areas.

- Served as key liaison to the Association's headquarters, chapters, and affiliates totaling ~5,000 members.
- Spearheaded the redesign of all chapter websites to align with the new Association website.
- Delivered keynote presentations on member benefits to chapters and affiliates.

Global Business Travel Association (GBTA), Alexandria, VA  
**Senior Manager of Volunteer Relations**

March 2016 – March 2018

Assisted the Chief Marketing Officer and Executive Director in daily operations and special projects.

- Led several initiatives that increased chapter membership, boosted satisfaction ratings from committee members, and improved overall volunteer and member experience.

Global Business Travel Association (GBTA), Alexandria, VA  
**Manager of Chapter and Committee Success**

March 2015 – March 2016

Developed and implemented strategies to build a strong network of GBTA chapters across the U.S. Provided support to board-approved GBTA committees and task forces. Assisted in implementing plans focused on the consistent delivery of core competencies, membership growth opportunities, and overall member satisfaction.

- Transformed 15 affiliates into full chapters by promoting benefits and fostering trust among volunteers.
- Increased all-access membership to ~1,000 members across the U.S.
- Developed and implemented new procedures for the volunteer application process.

## Additional Experience

**Task Force Sales Manager (Contract)** | Client: Double Tree Suites • Sage Hospitality, Minneapolis, MN

**Manager of Individual Business Travel Sales** | Client: Hotel Ivy • Sage Hospitality, Minneapolis, MN

**Manager of Individual Business Travel Sales** • Sofitel Minneapolis/Accor Hotels & Resorts, Minneapolis, MN

**Assistant Director of Revenue Management** • Sofitel Minneapolis/Accor Hotels & Resorts, Minneapolis, MN

**Sales Agent | Reservations** • Sofitel Minneapolis/Accor Hotels & Resorts, Minneapolis, MN

## Education

**Bachelor of Arts in Theater** | Concordia University, St. Paul, MN, 2013

## Certifications & Training

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Leadership Arlington Class of 2021, Leadership Center for Excellence, 2021

Certified Volunteer Administrator, Council for Certification in Volunteer Administration, 2018

Corporate Travel Expert, Global Business Travel Association, 2009

## Honors & Awards

Business Travel Professional Service Award, GBTA, Chapter President's Council, 2014

President's Award for Outstanding Achievement, North Central Business Travel Association, 2009

## Community & Affiliations

Volunteer, Meals on Wheels, 2019 – Present

Board Member, Animal Folks Minnesota, 2009 – 2015

Secretary | Treasurer, Chapter Presidents Council, GBTA, 2013 – 2015

Chairman, North Central Chapter, GBTA, 2014

President, North Central Chapter, GBTA, 2011 – 2013

President Elect, North Central Chapter, GBTA, 2010 – 2011

Member, North Central Chapter, GBTA, 2007 – 2010

## Technical Proficiencies

Windows OS, Mac OS, Microsoft Office Suite (Excel, PowerPoint, Word, Access, Outlook), Euclid ClearVantage, JotForm, StarChapter, QuickBooks Online, Personify, Salesforce