

Melissa Gopnik

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Senior leader adept at strategy development, growing & maintaining partnerships, building & managing teams, research, finances, HR and operations through change and during periods of rapid growth. Drives innovative outcomes with a pragmatic and analytical approach. Recognized as a leader who inspired internal teams and partners to work towards a common purpose.

PROFESSIONAL EXPERIENCE

NTFP, Vice-President of Innovation

2022-present

Neighborhood Trust Financial Partners (NTFP) is a national social enterprise that supports households living on low and moderate incomes to build financial health & stability through partnerships with Credit Unions.

- Built Product & Innovation teams to maintain, improve and develop new products that support clients to get out of debt.
- Developed and managed Product Roadmaps, Budgets, Workplans, and Outcome Metrics that kept team focused on achieving outcomes.
- Developed and managed strategic partnerships with Credit Unions, CDFIs, and Fintechs.
- Worked collaboratively with VP of Financial Coaching & Business Development and their teams.

Commonwealth, Senior Vice-President

2015-2022

Commonwealth is a national mission-driven organization building financial security and opportunity for financially vulnerable people through innovation and partnerships.

- Led the Innovation Lab team that executes original research and designs, pilots, and evaluates innovative scalable solutions using inclusive human centered design principles.
- Defined success metrics and outcomes to ensure focus and drive impact.
- Developed and managed strategic partnerships and earned revenue with financial institutions, tech start-ups, employers, unions, foundations, and nonprofit organizations.
- Defined and executed 4-year strategic plan in collaboration with Executive Director, senior leaders, and all staff.
- Presented the organization's work to diverse audiences including at national conferences, in press interviews, webinars, grant proposals, research papers, and blog posts.

Boston Area Rape Crisis Center

Managing Director

2005 – 2014

Director of Administration & Finance

2003 – 2005

BARCC is a nationally recognized rape crisis center with a mission of healing and social change that serves 10,000 clients and community members annually.

- Led the agency in partnership with the Executive Director as the budget tripled.
- Led strategic rebrand of all materials including education programs, six websites in multiple languages, and printed materials.
- Oversaw human resources, IT, and operations functions as the number of FTEs doubled and the number of volunteers reached 140. Achieved improvements in staff benefits, audit findings, and operational efficiency.
- Managed the budgeting, financial, data, and grant management functions. Wrote and managed over \$10 million in federal, state, and private foundation grants.

Jewish Women's Archive, Director of Administration & Finance

2000 – 2003

The Jewish Women's Archive documents Jewish women's stories, elevates their voices, and inspires them to be agents of change.

- Developed strategic and business plan with Board and Executive Director. Formulated an implementation strategy for the plan.
- Instituted financial management systems as agency's budget grew by 30% to \$1.5 million.
- Collaborated with five program staff to develop program goals, work plans, evaluation tools, funding strategies, budgets, and products for specific audiences.

Operations Manager**Upham's Corner Health Center**

1993 – 1999

UHC provides culturally sensitive, community-based health and social services to Dorchester residents.

- Managed the daily operations of primary and specialty care clinics providing 25,000 patient visits per year. Supervised four department supervisors and scheduled 30 medical providers.
- Identified and analyzed system inefficiencies that affected patient care and satisfaction. Worked with staff across departments to develop and implement solutions and improve quality of care.
- Designed data capture forms and databases to capture critical data. Automated reporting to make progress and status transparent and timely.

ACADEMIC**Graduate School of Management, Boston University, 2011**

Developed and taught four sessions on budgeting for students in the MBA program.

Tufts University School of Medicine, 1997 - 2004

Taught semester-long course on "Health Care Budgeting and Management" for the Master of Public Health program. Developed course curriculum covering outcome measures, quality management, budget reporting systems, financial analysis, motivating and evaluating staff, and managing teams.

CONFERENCE PRESENTATIONS

"Innovations to Support Employees Building Financial Security", Conference Board

"Opportunities for User Centric Design", Mad*Pow Financial Experience

"What to do when sexual violence hits close to home. Best practice policies for workplaces to respond to and prevent sexual violence", MASOC/MATSA

"Making the most of your volunteers", Center for Non-Profit Success

"Volunteers Aren't Free", National Conference for Volunteering and Service

EDUCATION

Master of Business Administration, Boston University. Diploma in Non-Profit and Public Management, High Honors

Bachelor of Arts, McGill University. Russian and Political Science, Joint Honors

BOARD POSITIONS

- Treasurer Institute for Liberatory Innovation
- Chair/Member, MASOC (MA Society for a World Free of Sexual Harm by Youth), Board of Directors
- Chair/Member AIDS Acupuncture Clinic, Board of Directors