

## 2017-2018 IAVM SLATE OF OFFICERS



Chairman of the Board: Doug Booher, CFE

Doug Booher, CFE currently serves as Director of Indiana University Auditorium and Major University Events. Known for its presentation of a wide variety of events from university ceremonies and conference events to the latest Rock shows and Broadway attractions, this 3,200 seat proscenium facility has been a model of campus and community programming and engagement since it was built in 1941. In 2010, IU Event Services was created to provide event staffing, management and consulting for major university events including all IU Athletics events at Assembly Hall, Memorial Stadium and Bill Armstrong Stadium. As an integral facet of the university community, IU Auditorium and IU Event Services thrive on student involvement and participation. Each year, over 1000 IU students work in volunteer, internship, and hourly employment roles within the organization. Together, IU Auditorium and Event Services serve nearly one million visitors each year.

Throughout his 20+ year career in venue management Booher has presented extensively in the areas of guest service, event management and artist contract negotiation and serves as an adjunct lecturer in IU's School of Public and Environmental Affairs.

Booher joined IAVM in 1996 and is a graduate of the Public Assembly Facility Management School (now VMS) at Oglebay. He earned his Certified Facilities Executive (CFE) designation in 2010.



First Vice Chair: Michael Marion, CFE

Michael Marion, CFE is General Manager of the Verizon Arena in North Little Rock, Arkansas, where he has been employed since 1997. In 2004, Marion was named Pollstar magazine's "Facility Executive of the Year."

Marion previously worked as program advisor at Mississippi State University, booking such artists as Billy Joel, Bruce Springsteen, and Earth, Wind and Fire. In 1982, he moved to Los Angeles and worked as an agent for Triad Artists. In 1988, he moved back to his hometown of Tupelo, Mississippi, and became Director of the Tupelo Coliseum, presenting such artists as Tom Petty, the Eagles, and Reba McEntire.

Marion has been an IAVM member since 1992 and graduated from the Public Assembly Facility Management School (now called Venue Management School) in 1994. He received his Certified Facilities Executive (CFE) designation in 2006. He served on the Board of Regents since 2010 and was chair from 2014-2015. Marion has also served on the IAVM Board of Directors as the Director for Arenas, Arena Committee, Industry Affairs Committee, Research Committee, VenueConnect Program Committee, Public Relations Committee, Audit Committee, and Board of Education.



Second Vice Chair: Tammy Koolbeck, CFE

Tammy Koolbeck, CFE is Executive Director of the Iowa State Center managed by VenuWorks. She is responsible for the day to day management including programming and overseeing marketing, sales, ticket office, finance, food and beverage and operations of two theatres and the conference center on the campus of Iowa State University. Koolbeck has worked in the venue management industry for over 20 years and most recently served as Chief Marketing Officer/Senior Vice President for the VenuWorks corporate office.

Koolbeck earned her Certified Facilities Executive (CFE) in 2015 and is active in IAVM and the Event and Arena Marketing Conference. Before joining the VenuWorks corporate staff, Koolbeck was Assistant Executive Director of Marketing and Programming for the U.S. Cellular Center Arena/Paramount Theatre and General Manager of the Cedar Rapids Ice Arena. Koolbeck started in the public assembly management field as the Director of Marketing for the Five Seasons Center and Paramount Theater. Her past work experience includes hotel, convention and visitor bureau and professional sports.

Koolbeck is a Past President and current member of the Board of Directors for the Event and Arena Marketing Conference, the premier gathering for arena marketing professionals from the United States, Canada, and Europe. In 2007, she was awarded EAMC's highest honor, the Gigi Award of Excellence. Koolbeck also received the prestigious Women of Influence Award from Venues Today in 2010. In 2014, she was honored with IAVM's Chairman Citation. Koolbeck currently serves on the Board of Regents and is a past Graduate Institute's Assistant Dean. She currently sits on the Convention Center committee. Koolbeck was the past chair for the 2015 and 2016 VenueConnect Planning Committees and is past Chair of the Industry Affairs Committee. On the Region level, she is a past Region 3 Director and Scholarship Chair.



Past Chair: Mark Mettes, CFE

Mark Mettes, CFE is the President & CEO for the Herberger Theater Center in Phoenix where he has been employed full-time since 1992. Mettes has been active in IAVM for a number of years, including serving on the Board of Directors, the Board of Trustees and as past chair of the Performing Arts Committee, Governance Committee and the Audit Committee.

Mettes participated on the Leadership Development Committee and has previously been the Chair of the Chapters Committee as well as being on the Industry Affairs Committee, the Professional Education Council, Professional Development Committee, the Membership Committee and the History and Awards Recognition Committee.

He is happily married and is the proud father of four children. Mettes is very active in the local community including serving five terms as the President of the Board of Directors for Valley Academy Charter School and three terms as the President of Painted Rock Academy Charter School.



Director – Region 1: Mac Campbell, CVP

Mac Campbell, CVP is the Director of Client Services at the 1.2 million sq. ft. Baltimore Convention Center. Campbell and his staff focus on all event logistics, custodial needs, and overall building aesthetics for a facility that sees over a million people annually for trade shows, conventions, and meetings.

Prior to coming to the Convention Center, Campbell spent seven years at the Music Center at Strathmore in North Bethesda, Maryland. As Operations Manager his responsibilities included event set-up coordination and building maintenance supervision of both a new 2,000-seat concert hall and 114-year old historic colonial mansion on 11-acres of grounds.

Campbell is an active member of IAVM, having participated or graduated from several courses such as: the IAVM Mentoring Program, Venue Management School at Oglebay, VMS Graduate Institute,

Senior Executive Symposium and the Academy for Venue Safety and Security. Currently he is serving on the Mentoring and Young Professionals committees in addition to his regional duties. He received his Certified Venue Professional (CVP) in 2016. Campbell received his Bachelors' Degree from Elon University with a major in Corporate Communications and General Music and a minor in Jazz Studies.



Director – Region 2: John Robertson, CFE

John Robertson, CFE currently serves as General Manager of the Charleston Civic Center in Charleston, West Virginia. He holds the longest tenure of any General Manager for the Civic Center, starting his role in 1983. Robertson is the chief administrator of the region's largest convention, entertainment and meetings facility consisting of a spectator arena, two performing arts halls and exhibition and meeting facilities. He also held the role of Assistant Manager for the Civic Center from 1978 – 1983.

Prior to working at the Civic Center, Robertson held the position of University of Charleston Dean of Men from 1975 – 1978.

Robertson joined IAVM in 1978 and earned his Certified Facilities Executive (CFE) designation in 1990. He served previously on the Board of Directors from 1996 – 1998 as the District 2 Vice President.

Robertson is also a member of the West Virginia Society of Association Executives, University of Charleston National Alumni Board, Kanawha City Lions Club, and Treasurer of the Charleston Convention and Visitors Bureau. He is married to his wife of 33 years Kimberly and they have two daughters and one grandchild.



Director – Region 3: Abbie Jo Vander Bol

Abbie Jo Vander Bol is the Marketing Director for the Show Me Center. Before she indulged in ad plans and advertising buys Vander Bol was an usher/ticket taker with a dream to be a venue manager. She impressed the right person, David Ross, and earned her first "big-girl" job as the Event Supervisor at the Show Me Center in 2008.

Vander Bol's greatest achievement so far has been being recognized by her peers and voted into the inaugural class of 30|UNDER|30. She always looks to learn of new techniques and welcomes different ideas on how to get information out to the guests or events they could create.

You can find Vander Bol at any Southeast Missouri State University Redhawk sporting event as a fan or a manager on duty at a basketball game. In the rare chance of free time, she loves spending it with family, friends and Ozzie (their dog). Some of her hobbies are Pinterest, crafting, decorating and entertaining friends and family.



Director – Region 4: Cameron McGill, CFE

Cameron McGill, is currently the Co-Managing Director with responsibilities for Facilities, Operations, and Ticketing, at the Chan Centre for the Performing Arts on the campus of The University of British Columbia. He has earned a B.F.A. in Theatre Design/Production from U.B.C., a technical diploma from the National Theatre School of Canada, diplomas from the International Association of Venue Managers (IAVM) Venue Management School and their Senior Executive Symposium held at Cornell University, as well as an M.F.A. degree from the University of Washington.

In the past 30 years McGill has worked as an educator, designer, technical director, production manager, and facility manager in a variety of venues that include the Globe Theatre, Concordia University, Seattle Children's Theatre, Alberta Ballet, The Epcor Centre, and for the past 16.5 years, the Chan Centre for the Performing Arts.

McGill is a member of Associated Designers of Canada as a Lighting Designer and the International Association of Venue Managers (IAVM) and earned IAVM's Certified Facilities Executive (CFE) designation in 2008. He has served IAVM in a variety of ways including as Chair of the Board of Governors for IAVM's Senior Executive Symposium and as the Secretary Treasurer of IAVM's District Four.



Director – Region 5: Todd Hunt, CFE

Todd Hunt, CFE has been involved in the live entertainment industry since his days on the concert committee at Mississippi State University nearly 30 years ago. Hunt is currently Executive Director of the BancorpSouth Arena and Conference Center in Tupelo, MS, a post he has held since 2007.

Hunt is very active in the International Association of Venue Managers, currently serving as the Vice Chair for Region 5. He has also served on the IAVM Board of Directors as Sector Director for Arenas (2014-2016), and was also Arenas Committee Chair (2011-2014), Vice Chair (2010-11), and committee member (2006-10). He has also served on the VenueConnect Program Committee, Industry Affairs, and Education Council, and is currently Second Vice Chair on the Board of Regents for IAVM's Venue Management School.

From 1999-2007, he was the Director of Humphrey Coliseum and Athletic Concessions for Mississippi State University. Hunt's first general manager position was from 1997-99 at the Tupelo Coliseum, where he negotiated the first venue naming rights deal in the state of Mississippi while also bringing professional sports (ice hockey and indoor soccer) to the area for the first time. He has also held positions at the University of Tennessee Chattanooga, Auburn University, and served as assistant venue manager of the Ocoee Whitewater Center during the 1996 Olympic Games.

A native of Starkville, Mississippi, Hunt holds a bachelor's degree from Mississippi State University and a master's degree from the University of Mississippi. Hunt is also a second generation venue manager whose father was a long time member of what was then the International Association of Assembly Managers.



Director – Region 6: Kerry Painter, CFE, CEM, CMP

A native of Windsor Canada, and a graduate of the University of Michigan, Kerry Painter, CFE, CEM, CMP has over 30 years of experience in public assembly venue management. She began her professional career in Detroit with all the Olympia facilities; the Red Wings, Tiger Stadium, Fox Theatre and Cobo Arena, then later at the Detroit Opera House.

In 1998 Painter moved to San Francisco to be part of a team that managed the restoration of \$293 million renovation and grand-opening of City Hall.

In 2003 Painter became project director and general manager of the Northshore Harbor Convention Center's construction and operation. Within three months of completion and opening Hurricane Katrina caused \$5 million dollars in damage and caused the facility to be used as a recovery shelter and then to be re-constructed.

Between managing in these facilities Painter acted as the Tour Coordinator for the magician David Copperfield and spent time with a DMC in San Francisco and Hawaii.

In 2011, as president of Scotiabank Convention Centre, Painter opened a fifth public assembly venue, in Niagara Falls Canada. The venue won accolades for being one of Achiever's 50 most Engaged Workplaces in Canada, one of the 6 best convention centres in the world opening in 2011.

Now relocated back to the US and presently resides in Tulsa OK managing the Cox Business Center, an SMG managed facility with her 13-year-old son Garrett.

Over the years, Painter has been active in a number of community and association organizations including Chairman of the University of Cornell's Senior Executive Symposium, local hospital /civic boards and various tourism boards. She has sat on several IAVM committees; Annual Conference Committee, Awards, Governance, Board of Regents for IAVM Venue Management School, and most recently initiated the 100 Women of IAVM for women Foundation scholarships. She was a Women of Influence winner for 2015.



Director – Region 7: Jamie Galileo, CFE

Jamie Galileo, CFE currently serves as the Senior Vice-President of Facilities for the Larry H Miller Sports and Entertainment group of companies where he has worked in various capacities for the last 22 years.

Properties include the Home of the NBA Utah Jazz at the Vivint Smart Home Arena, the Salt Lake Bees triple-A affiliate to the Los Angeles Angels playing at Smith Ballpark and Zions Bank Practice center.

Galileo is a graduate of Venue Management School and the Graduate Institute and received his Certified Facilities Executive (CFE) in 2015. Galileo has served in Region 7 for the last three years and previously served as the Utah Chapter President.





Director - IAVM/VMA Asia Pacific: Steve Harper, CFE

Steve Harper, CFE holds the position of Director of Arenas for Melbourne and Olympic Parks, Australia's heart of sports and entertainment, and oversees the commercial and operational management of Rod Laver, Hisense and Margaret Court Arenas.

Prior to his appointment at Melbourne and Olympic Parks in 2015, Harper acted as Chief Operating Officer (COO) for VenuesWest in Perth, Western Australia. During his five years there, he oversaw the operational and commercial management of the seven geographically spread self-managed venues including nib Stadium, HBF Stadium and HBF Arena which hosted events ranging from large scale music festivals to international sporting championships.

Harper was educated at the University of Washington (USA) and post-graduation took his first professional appointment in the venue management field. His first nine years in the industry were spent managing high profile sports and entertainment venues (on the USA West Coast) in Seattle (including the 75,000 seat Husky Stadium), after which he moved to Virginia as Assistant and Acting Director for 'Seven Venues'. In this role Harper managed all facets of seven venues, including five theatres, the 13,000 seat Scope Arena and the 15,000 seat Harbour Park Stadium.

Harper has served on the VMA Board since 2012, during which time he chaired three of the Association's Annual Congress' and chaired the Membership Committee.

In 2005 Harper earned the Certified Facilities Executive (CFE), the highest accreditation within the International Venue Management Industry.

Originally from Melbourne and as an aspiring track athlete, Harper spent his youth training at Olympic Park and the grass parklands where Melbourne Park now sits.



Director - Allied: Justin Ungerboeck

Justin Ungerboeck serves as Product Marketing Manager for Ungerboeck Software International, a leading provider of software for the events industry. From USI Headquarters in St. Louis and offices in Europe, Australia, and Asia - Justin has gained extensive industry insight during his 10+ years of experience at Ungerboeck and frequent visits with event organizers and venues around the world. With an in-depth understanding of varying types of venues and business models, Justin is always keeping an eye on emerging trends and best practices.



Justin is a graduate of IAVM's Venue Management School at Oglebay and serves on the IAVM Board of Directors, Research Committee, and Industry Affairs Committee. Prior to joining the IAVM Board, he served as Chair of the Allied Committee.

Mr. Ungerboeck holds an MBA and Juris Doctorate from St. Louis University. He resides in the St. Louis area with his wife and their two children. In 2014, Justin was appointed Honorary Consul for Missouri by the Austrian Foreign Ministry.



Director - Arenas: Lynda M. Reinhart

Lynda M. Reinhart currently serves as the Director of the University of Florida's Stephen C. O'Connell Center. She began working at the venue as a part time student in 1994 and was appointed to the full time staff in 1998. Lynda worked her way up the ranks until she was named Director in July 2007. At the University of Florida she served as adjunct professor where she directed student research on the feasibility of a facility management degree program at UF and taught a Facilities Management course. Lynda holds a Bachelor of Science in Business Administration and Master of Science in Recreational Studies, both from UF.

An active member of the International Association of Venue Managers (IAVM) since 1997, Lynda has attended numerous training/educational opportunities and also a graduate of the PAFMS at Oglebay, the Graduate Institute, and the Academy for Venue Safety and Security. Her involvement on the Body of Knowledge Task Force was instrumental in developing a standardized facility management curriculum and college textbook. Lynda has also served on the organization's Arenas Committee, University Committee, Foundation Marketing Sub-Committee, Professional Development and Budget/Finance Committees and served as Sector Director for Universities on the Board of Directors from 2009-2011.

Lynda is also an active member of the Country Music Association (CMA), International Entertainment Buyers' Association (IEBA), Florida Facility Managers Association (FFMA), Alachua County Hospitality Council and the Gainesville Sports Commission. Previously, she has served as a FFMA At-Large Board Member, Chair of the FFMA Scholarship Committee, and President of the Sports Commission. Lynda is currently serving as Secretary/Treasurer for the FFMA Board.



Director – Board of Trustees: Stephanie Curran

Stephanie Curran is the General Manager at the Spokane Convention Center and INB Performing Arts Center in Spokane, Washington. She has a B. A. from Gonzaga University and an M. A. in Organizational Communication and Leadership from Gonzaga University. She is a graduate of the International Association of Venue Managers (IAVM) Venue Management School and Graduate Institute and the Senior Executive Symposium at the Cornell School of Hotel Administration. She has served on several Boards in Spokane including Executive Women International (Past President), Executive Women's Golf Association (Past President), and is the current Chair of the Downtown Spokane Partnership Business Improvement District Board and Vice Chair of IAVM Region 4 and Chair of IAVM Foundation Board of Trustees.



Director – Convention Centers: Brad Gessner, CFE

Brad Gessner, CFE is a 37-year veteran of the hospitality and public assembly facility management industry. In addition to being the Sr. Vice President and General Manager of the Los Angeles Convention Center responsible for the day-to-day management of that facility, he also is the Vice President of Convention Centers for AEG Facilities responsible for the Los Angeles Convention Center, Hawaii Convention Center and Puerto Rico Convention Center. Additionally, he is responsible for overseeing and expanding the management services and delivery of best practices in the areas of convention center management, operations, guest services, sales and marketing. Gessner came to AEG from the San Diego Convention Center Corporation (California), where he spent 14 years in senior management positions and was the General Manager of the 2.6 million square foot award winning convention center for six years.

He is an industry leader in the areas of sustainability and "green" practices and served as the Chair of the Sustainability Committee for the International Association of Venue Managers (IAVM) from 2008 – 2012. He also chaired the "Green Team" for the San Diego Convention Center Corporation and oversaw the process that resulted in that facility attaining LEED O&M SILVER Certification from the U.S. Green Buildings Council in 2011.

Gessner is an adjunct faculty professor and visiting lecturer for San Diego State University's Hospitality and Tourism Management Department and completed his Master's Degree in Hospitality & Tourism Management at SDSU in 2013.



Director - Performing Arts: Leslee Stewart

Leslee Stewart is general manager and CEO of the historic Paramount Theatre in Oakland, CA. She was named to her current position in April 1999. The Paramount Theatre is a 3000-seat performing arts venue built in 1930 in the Art Deco style. The Paramount Theatre was entered into the National Register of Historic Places in 1972 following a full authentic restoration.

In 1985, Stewart began her career in public assembly management with Hamilton Entertainment and Convention Facilities, Inc. the operator of three City-owned facilities in Hamilton, Canada. Her introduction into public assembly management began with the opening of Copps Coliseum, a 17,500-seat multi-purpose hockey arena in Hamilton, Canada. Her organizational skills coupled with her ability to quickly identify growth potential led to the additional responsibility of assuming programming leadership of Hamilton Place Theatre, a 2,291-seat performing arts venue. In 1991 she was promoted to handle entertainment programming for the three City-owned facilities with the added responsibility of the Hamilton Convention Centre.

In 1997 Stewart accepted the position of Assistant Director of Touring and Routing with Feld Entertainment in Vienna, VA. In addition she negotiated license agreements with major arenas across Canada and the United States. Her experience in theatre allowed her to work closely with Kenneth Feld on the touring of a Feld-produced family show for theatres.

Her ability to strategize and diagnose potential impediments to growth goes beyond traditional marketing techniques. The result for the Paramount Theatre has been increased visibility within the industry along with financial success to operate the theatre as a non-profit without subsidization.

Stewart earned a Bachelor of Arts degree in history from McMaster University in Hamilton, Canada. She served on the City of Oakland's Cultural Arts Commission. In addition she has been an active member of the International Association of Venue Managers (IAVM). She graduated the IAVM Public Assembly Facility Management School (now VMS) at Oglebay, in 2006; completed the three-year IAVM Senior Executive Program at Cornell University. Leslee served on the IAVM Board of Governors fulfilling the capacities of Secretary/Treasurer, Vice-Chair, and in 2010 acted as program Chair. Leslee served as a member of the Board of Directors of the Oakland Convention & Visitors Bureau (Visit Oakland). Leslee currently serves on the Executive Committee of Visit Oakland, and Chairs the Visit Oakland Audit Committee. In addition, she serves as a member on both IAVM's VenueConnect Program Committee, and Performing Arts Committees.

She resides in Fremont, CA with her husband Steven Kirsner, Director of Booking and Events at the SAP Center at San Jose.



Director - Stadiums: Erik Waldman, CFE

Erik Waldman, CFE is the Senior Director of Client and Guest Services for the Georgia World Congress Center Authority (GWCCA). In his role, he is overseeing event operations and guest services for the number 1 convention, sports and entertainment campus in the world. Prior to this role, Waldman oversaw event operations for the Georgia Dome and public safety for the campus.

In 2016, Waldman received his Certified Facilities Executive (CFE) designation from the International Association of Venue Managers (IAVM).

Prior to joining the GWCCA, Waldman was the Vice President and General Manager of the BankAtlantic Center (now BB&T Center) in Sunrise, Florida.

Waldman received a Bachelor of Science in Business Administrations with a major in General Management & a minor in Hospitality Management from the University of Central Florida (UCF) in August of 2002. His career started at the Orlando Arena in 1998 as the Zamboni driver for the Orlando Solar Bears of the International Hockey League. In 2002, Waldman worked as an event coordinator for the UCF Arena where his career began to rise.

He is also a graduate of the GWCCA Senior Leadership Development Program in partnership with the University of Georgia, Terry College of Business. In August of 2015, Waldman was named Chair of the IAVM Stadium Committee. He has completed IAVM's Academy for Venue Safety & Security and Venue Management School.

In his free time, Waldman spends time with his family, competes in triathlons and other endurance sports.



Director – Universities: Dusty Saine

Dusty Saine is a graduate of Clemson University with a Bachelor of Science in Marketing. He is in his 13th year of membership with the International Association of Venue Managers (IAVM) and is currently serving as the Universities committee chair.

Saine has authored several articles that have been published in *Facility Manager*, which is an industry recognized facility management magazine. He is also a graduate from Public Assembly Facility Management School and the Academy of Venue Safety and Security. He has received training certificates from the Department of Homeland Security, FEMA and local law enforcement organizations.

Currently Mr. Saine works at Rowan Cabarrus Community College managing major events, campus operations, emergency preparedness and special projects. Prior to his job here at Rowan-Cabarrus, he managed Clemson University's Littlejohn Coliseum, a medium sized multi-purpose arena. He is an experienced professional in facility management, operations, marketing, contract negotiation, staff training and booking talent. Saine oversaw and directed numerous concerts, sporting events, trade shows, galas and festivals. He booked and hosted the inaugural Zac Brown Band Music and Food festival and promoted Eric Church's first ever headline arena date.