

## **2021-2022 IAVM SLATE OF OFFICERS**



**Chairman of the Board: Eric D. Hart, CVE**

**Eric Hart, CVE** is the President/CEO of the Tampa Sports Authority (TSA) in Tampa, Florida and current Dean of the Graduate Institute.

The TSA manages Raymond James Stadium, home of the Tampa Bay Buccaneers and the University of South Florida Bulls, the Hillsborough County Tournament Sportsplex and three City of Tampa municipal golf courses. The TSA also serves as the landlord for Amalie Arena, home of the Tampa Bay Lightning and Steinbrenner Field, spring home for the New York Yankees.

Hart previously served as the President and CEO of the Lansing Entertainment and Public Facilities Authority. Prior to Lansing, Hart served as the Director of Event Services for the Minneapolis Convention Center and as Associate Director for the UIC Pavilion in Chicago. He began his career at the Iowa State Center in Ames, Iowa where he served as the Guest Services Manager and was later promoted to Event Coordinator.

Hart received a BS in Finance and a MS in Business Education and Administration from Illinois State University. He earned his Certified Venue Executive (CVE) designation in 2013.

Eric and his wife Beth are the proud parents of two daughters, Brooke and Paige.



**First Vice Chair: Adina Erwin, CVE**

**Adina Erwin, CVE** is General Manager of Barclays Center in Brooklyn, New York. Erwin joined Barclays Center in 2020, bringing with her more than 25 years of experience in the sports and entertainment industry.

Prior to joining Barclays Center, Erwin served as the Senior Vice President of Business Operations for TD Garden in Boston, Massachusetts, and the Vice President and Chief Operating Officer for the Fox Theatre in Atlanta, Georgia. During her tenure at the Fox Theatre, received multiple accolades,

including the ranking of #1 Theatre of the Decade Worldwide by *Billboard*. Erwin launched the award-winning Fox Theatre Institute, an innovative community engagement and consulting division that provided more than \$3 Million in grant funding and support to communities in Georgia. She also developed and led a master plan that enhanced existing revenue streams, introduced new revenue opportunities and improved guest and premium experience assets for the Fox Theatre.

Since 1993, Erwin has worked in various types of entertainment venues including arenas, convention centers and theaters. In Jacksonville, Florida, she held various management roles for SMG-Jacksonville facilities, such as TIAA Bank Field, Vystar Veterans Memorial Coliseum, and the Times Union Center for the Performing Arts. In addition, Erwin also served on the Super Bowl Host Committee and Event Team for Super Bowl XXXIX.

Prior to her position in Florida, Erwin was Director of Guest Services at the American Airlines Center in Dallas, Texas where she created, managed and supervised a guest services department recognized for excellence in service by the National Basketball Association. She served on the Opening Team for this arena and served as the Event Manager for the 1999 Stanley Cup Champion Dallas Stars.

Previous experiences in the entertainment venue management industry include positions with Reunion Arena, the Charlotte Coliseum, Mobile Convention and Civic Centers. Erwin received a BA in Physical Education from the University of North Carolina at Chapel Hill and went on to earn her Master's degree from the University of Massachusetts Sport Management Program.

Erwin has served as an Instructor at the International Association of Venue Managers (IAVM) Venue Management School (VMS) since 2003. She has served as Chair of the Board of Regents for VMS and as the 2011 Exchange Instructor for the Venue Management School in Australia. In 2013, she was awarded the Ray W. Ward Award for her dedication and extraordinary contributions to the overall success and quality of VMS.

VenuesNow Magazine recognized Erwin as a "Women of Influence" in the music and entertainment venues industry and she was selected as one of the 2017 "Women Who Mean Business" by the Atlanta Business Chronicle. She has served as Chair of the Board of Trustees for the IAVM Foundation and is currently 2<sup>nd</sup> Chair Elect for the Board of Directors of IAVM.



### **Second Vice Chair: Kerry Painter, CVE, CEM, CMP**

**Kerry Painter, CVE, CEM, CMP** is the General Manager/Director of the Raleigh Convention and Performing Arts Complex which encompasses the Raleigh Convention Center, Duke Energy Performing Arts Center, Red Hat Amphitheater and Walnut Creek Amphitheater. Previously, Painter was the AGM in Tulsa Oklahoma where the convention center won the Venue Excellence award in 2017. Earlier to that, Painter was the President/GM in Niagara Falls Canada and has assisted in constructing/opening five venues in total throughout her lengthy career.

Painter is a member of IAVM, IAEE and PCMA, and has served on several boards/committees both within the industry and in her communities. Painter serves as the Treasurer on the IAVM Foundation. She was awarded Venues Today Woman of Influence in 2015, and Woman of Distinction in 2017.

She teaches at the Venue Management School yearly for IAVM and both domestic as well as internationally for CEM classes through IAEE (Korea and Bangkok), and advises for Meredith woman's college. Painter is a graduate of University of Michigan majoring in Business, Economics and Communications. She has a son Garrett who is 17 years old, and they live with their new cat Bachelor, a bearded dragon named Kermit and a 36-year-old box turtle Mr. B in Raleigh.



**Past Chair: Clifford "Rip" Rippetoe, CVE**

**Clifford "Rip" Rippetoe, CVE** is a convention and meeting industry veteran who currently serves as President and CEO of the San Diego Convention Center Corporation.

Rippetoe has a long and successful career in venue management and operations working in the for-profit sector as well as not-for-profit and governmental organizations. Previous to his role in San Diego, he was President and CEO of the Kentucky State Fair Board Venues. Throughout his career, he has worked for organizations hosting and providing services to top national trade shows, conventions, and major sporting events including the Olympic Winter Games of 2002, and large-scale public assembly facilities such as the Las Vegas Convention Center, and the Salt Palace Convention Center in Salt Lake. Previous to his tenure in the convention center sector, he spent over a decade as an Allied Member working for a convention Contractor and as a consultant. Prior to that, he spent several years in the performing arts sector.

Rippetoe is a Certified Venue Executive and published author. He currently serves on three International Association of Venue Managers (IAVM) committees, and as a mentor in the IAVM Mentor Connector Program. Previously, he had chaired the Performing Arts Committee, Sustainability Committee and the Industry Affairs Council. He serves locally as a Board Member for the Downtown San Diego Partnership and the Economic Development Corporation of San Diego; and as Advisor for the San Diego Hotel/Motel Association and the San Diego Tourism Authority.

Recently, the Connected Women of Influence honored Rippetoe with the inaugural "catalyst for change" award. The award recognized Rippetoe for his accomplishments in the advancement of businesswomen, as well as having a track record of success and accomplishments by mentoring and/or supporting women in their profession, industry or enterprise.



### **Director – Region 1: Jana Brooks, CVP**

**Jana Brooks, CVP** is the Manager of Events and Tenant Services for the Maryland Stadium Authority – owner/operators of Oriole Park at Camden Yards, M&T Bank Stadium, the B&O Warehouse in Baltimore, MD. Brooks is responsible for the planning and execution of all parking lot events on the 85-acre Camden Yards Sports Complex, facilitating the operational and maintenance needs of the office tenants within the 300,000+ square feet of the Warehouse. She is also in charge of overhauling the sustainability efforts across the Complex, as well as maintaining responsibilities surrounding the Orioles and Ravens home games and special events – to include managing the Mass Vaccination site and recent Vice Presidential site visit.

Brooks received her Bachelors in Business and Marketing from the University of Baltimore. She has also completed a Sports Management certification from Columbia University and The George Washington University Event Management Certificate program. She is active in the Green Sports Alliance (GSA), serves as a board member of an area private school and the Vice President of her high school alumnae association. Brooks is looking forward to her new role as the rising Director of Region 1 within the International Association of Venue Managers (IAVM) where she earned her Certified Venue Professional designation in June 2018.



### **Director – Region 2: James D. "Jim" Brown, CVE**

**James D. (Jim) Brown, CVE** is the Executive Director of the Joseph A. Floreano Rochester Riverside Convention Center, in Rochester, New York and has worked there since April of 1994. Brown is a long time IAVM member and has participated in the association in various capacities including the Board of Trustees of the IAVM Foundation, Region 2 Membership Chair, Industry Affairs and Venue*Connect* Planning Committees.

Brown is a graduate of Venue Management School and has been a member of IAVM since July of 1994. He has served as an officer in Region 2 since 2016 and received his designation as a Certified Venue Executive in 2018.

Outside of the office, Brown is involved in his community and sits on a number of boards including, Rochester Downtown Development Corporation, Ronald McDonald House Charities of Rochester, Rochester Broadway Theater League and Rochester Rotary. While not working Brown enjoys, hiking

and swimming for exercise as well as golf. He is the father of three daughters and resides in Churchville NY, a suburb of Rochester.



### **Director – Region 3: Scott Hallgren, CVE**

**Scott Hallgren, CVE** is currently serving as Executive Director for VenuWorks at the Bridge View Center in Ottumwa, Iowa. Hallgren has been with Bridge View Center since March 2015. 2019 marks his 25<sup>th</sup> year of service to our industry, with 15 of those years in an executive and leadership position.

Prior to Ottumwa, Hallgren served as General Manager for VenuWorks at the Clay County Regional Events Center located on the Clay County Fairgrounds in Spencer, Iowa. Hallgren began his career in the industry in 1994 as an Event Coordinator for the Des Moines Convention Center in Des Moines, Iowa.

Hallgren has been fortunate enough to serve at a convention center, arena, in a multi-purpose venue on a fairgrounds setting, and now most recently with a theater and convention center with riser seating to do small arena shows. He is proud to have served his career in Iowa, believing in the benefits and rewards a public venue can deliver to the smaller, tertiary markets where the venue can be the central hub or gathering place for a community.

Hallgren is proud to serve on the Region 3 board and has been on the board since 2015. He has also served on IAVM's Convention Center Committee from 2008-2014 and the 2012 VenueConnect Conference Planning Committee.



### **Director – Region 4: Chris Hayden**

**Chris Hayden** is the Assistant Director of Sports Facilities at Montana State University. Hayden started as the Director of Operations at Montana State in 2012 and moved into the Assistant Director role in 2017. At Montana State, Hayden helps to manage 4 buildings and oversees all event operations including setup/changeovers, guest services, custodial, and technical operations.

Before coming to Bozeman, Hayden worked at Reliant Park in Houston, Texas for six years. He started his career as an intern in the University of Iowa Athletic Department.

Hayden grew up in Rochelle, Illinois. He received degrees from Augustana College and the University of Iowa. At Augustana, he was a four-year letter winner and a member of two CCIW Championship football teams. In 2017, Hayden married his wife, Jen Poser-Hayden and they have one puppy.



### **Director – Region 5: Kathryn Carlson, CVP**

**Kathryn Carlson, CVP**, is the Orlando Venues Security Manager. The City of Orlando proudly manages 18,500 seat Amway Center, 65,000 seat Camping World Stadium, historic Tinker Field festival grounds, 50-acre Leu Gardens, and the Mennello Museum of American Art.

In her current role, Carlson is responsible for setting the vision for the Orlando Venues Security Department. She oversees emergency, security, parking, and event transportation planning operations in addition to cultivating talent and bringing legendary service to employee, guest, and client safety experiences.

Carlson actively serves IAVM as Vice Chair of the Venue Safety & Security Committee and a member of the Region 5 Board. In 2012, Carlson helped establish the Women in Leadership Program for IAVM's VenueConnect.

Having obtained an undergraduate Business Administration and Mass Communication degree from the University of Florida, Carlson then earned a Master's degree in Sport & Entertainment Management from the University of South Carolina. Carlson has completed IAVM's Venue Management School (VMS) and Academy for Venue Safety & Security (AVSS) and has earned the Certified Venue Professional (CVP) designation.



### **Director – Region 6: Jeff Davis, CVE, CMP, CVP**

**Jeff Davis, CVE, CMP, CVP** is the executive director of the Department of Special Event Facilities at the University of Texas at Arlington. In his role, he leads the operation and strategic growth of the university's two large public assembly venues, College Park Center and Texas Hall, and the operation of UTATickets.com, the campus-wide box office operation.

Davis joined the UT-Arlington team in 2011 as the general manager of the College Park Center, leading the final year of construction and the opening of the 7,000-seat multi-purpose arena for the University. Prior to that, he served as senior event coordinator at the Dallas Convention Center and event services manager at the Curtis Culwell Center.

Davis has been actively involved with IAVM for over ten years. He has served on various committees for the association, achieved both the CVP and CVE certifications, and currently serves as the director for IAVM Region 6.

While he loves the venue industry, his true passion involves an island state of mind – sand between the toes and scuba diving – and he shares this passion with others as a PADI scuba instructor.



**Director – Region 7: Shelley Albanese**

**Shelley Albanese**, General Manager of the Visalia Convention Center has over 16 years of experience in the event services and venue management industry. Prior to moving to Visalia, Albanese held the position of Associate Director at the Three Rivers Convention Center, Toyota Center and Toyota Arena in Kennewick, WA.

Albanese graduated from the University of Nevada, Las Vegas with a B.S. in Hotel Management and earned her certificate from the International Association of Venue Managers Graduate Institute program in 2015 and recently completed the Visalia Chamber of Commerce Leadership Visalia Program. An accomplishment that she is most proud of is the Visalia Chamber of Commerce 2019 Young Professional of the Year Award.

Albanese is passionate about her role within the city, directing all aspects of the convention center's operations and working with the city and its community members to provide growth and further success of Visalia. During this past year she started a personal podcast, Shelley Ann Show. Her goal is to share stories of others that will inspire, encourage and bring magic to others. Albanese enjoys exploring the outdoors with her husband, Russell and all of the adventures Visalia and California have to offer through the eyes of her three children Sydney, Parks and Caroline.



**Director - IAVM/VMA Asia Pacific: Leighton Wood**

**Leighton Wood** joined the award-winning Melbourne Convention and Exhibition Centre (MCEC) in November 2010 as Deputy Chief Executive and Chief Operating Officer. The 90,000 sqm MCEC sits on the edge of Melbourne's CBD. It features 420,000 square feet of clear span exhibition space, a 5,500 seat theatre and 52 configurable meeting rooms. It has historically hosted around 1,500 business, cultural and entertainment events annually, attracting over two million visitors and generating in excess of \$1 billion each year in economic impact for the State of Victoria's economy.

Leighton is currently President of the Venue Management Association (Asia Pacific). Leighton was previously CEO of Melbourne 2006 Commonwealth Games, Melbourne Major Events Company, Sport Knowledge Australia and the Princess Alexandra Hospital Foundation.



**Director - Allied: Mark Gnatovic**

**Mark Gnatovic** leads SearchWide Global's venue management search practice. He also leads search in the experiential event, convention, and tradeshow segments and has conducted searches with major DMO's. His expertise includes "C" level positions to division leadership from operations to marketing and revenue management. Gnatovic has worked with varying governing structures that are interested in creating economic development through experiences for their communities. His forte is client and candidate retention, and his ability to understand his clients' core business and strategies, enabling him to identify valued talent.

Prior to joining SearchWide Global, Gnatovic worked in Chicago, Minneapolis, and Dallas for some of the largest hotels in the country, including the Hilton Anatole, Hilton Chicago, Palmer House a Hilton Hotel, Hilton Chicago O'Hare and the Hilton Minneapolis. He has participated in the opening of two hotels and has experience in food and beverage, event, and sales leadership.

Gnatovic is active with industry associations such as IAVM, IMEX, MPI, IAEE, and Destinations International. He served 6 years on the IAVM Foundation Board of Trustees and helped establish SearchWide Global as a founding sponsor for IAVM's 30|UNDER|30 program. He is based in the Dallas/Fort Worth area with his wife, and they have three grown children.



**Director - Arenas: Scott Mullen, CVE**

**Scott Mullen, CVE** has been the Executive Director of the TaxSlayer Center since 2005. Mullen has held General Manager positions at Nassau Coliseum, Arizona Coliseum and the Hersheypark Sports & Entertainment Complex in Hershey, PA.

Mullen has also held Assistant GM and Director of Operations positions at the Long Beach Convention & Entertainment Center and Event/Facility Manager Positions at Philadelphia Civic Center, Nassau Coliseum, American University and Temple University after interning at JFK & Veterans Stadiums in Philadelphia, NAIA and NACDA. He has taught graduate level Sports Administration classes at Adelphi

University and University of Iowa. He received his bachelor's degree from Drake University and a master's degree from Temple University.

Mullen has been an active member in the International Association of Venue Managers since 1993. He currently serves on the IAVM Board as Directors as well as the Governance Committee, Industry Affairs Committee, is the Region 3 Treasurer and was the former Chair of the Arenas Committee and served on the Venue*Connect* Planning Committee. He is a VMS graduate and has also served on IAVM's Crowd Management Committee, Stadiums and Convention Centers Committees and was also a Region 1 Officer. He has served on Long Beach CA, Long Island NY and Quad City Sports Commissions, Genesis Health Foundation Executive Board, is the Chair of the Genesis Marketing Committee, serves on the Visit Quad Cities Sports & Tourism Task Force and Quad City Chamber of Commerce Redevelopment Opportunities Council.



**Director – Board of Trustees: Jim Wynkoop, CVE**

**Jim Wynkoop, CVE** is the General Manager for OVG facilities at the University of Houston Sports Venues. He is responsible for Maintenance, Conversions, Housekeeping, Capital planning, and Food Services for eight Athletics Facilities including the 40,000 seat TDECU Stadium and the 7,000 seat Fertitta Center arena. Wynkoop has been at the University of Houston since 2019.

Prior to OVG Wynkoop was with Spectra Venue Management and served as General Manager at the University of New Hampshire's Whittemore Center, Saint Louis University's Chaifetz Arena, and Boardwalk Hall in Atlantic City. His time with Spectra also included roles at University of South Carolina's Colonial Life Arena, and University of Miami's Wasco Center.

Wynkoop is the current Chair of the IAVM Foundation Board of Trustees and has been on the Foundation Board of Trustees since 2014. He has been a member of the Board of Directors previously as the Sector Director for Universities where he served a partial term before leaving the University sector. He was the chair of the Universities Committee and has served multiple appointments on the Arenas Committee.

Wynkoop is a Certified Venue Executive and graduate of Venue Management School.



### **Director – Convention Centers: Stacey Church**

**Stacey Church**, a native of Elkhart, IN, graduated from the University of Kentucky with a Bachelor of Science in Accounting and has almost 15 years' experience as a venue management professional.

Church began her career with Spectra Venue Management (Spectra) as Director of Finance in South Bend, IN at the Century Center and then in Springfield, MA at the MassMutual Center in both the Assistant General Manager and General Manager capacities. She has also held leadership roles at the Fort Worth Convention Center and Will Rogers Memorial Center in Fort Worth, TX, and the Kentucky International Convention Center in Louisville, KY. Church currently serves as the Assistant General Manager at the Kay Bailey Hutchison Convention Center Dallas (KBHCCD) which is proudly managed by Spectra.

Church is a graduate of IAVM's Venue Management School at Oglebay and is currently working towards her Certified Venue Executive (CVE) designation. Prior to her career in venue management, Church spent time in the nonprofit sector. She currently lives in Dallas, TX with her husband Nate and their two children, Jackson (17) and Reese (14).



### **Director - Performing Arts: Jennifer Norris, CVE**

**Jennifer Norris, CVE**, is the Assistant Managing Director of the San Francisco War Memorial and Performing Arts Center. IAVM's Performing Arts Center Managers' Conference in Orange County in 1997 was the place Norris first caught the IAVM bug. Since that time, she has served on a variety of conference planning committees. Norris led a great team in hosting the 2015 Performing Arts Managers' Conference in San Francisco. Northern California is pleased to have her as it's chapter representative. Diversity, equity and inclusion work is a lifelong focus of Norris', beginning with the Gay Pride Parades of her youth. Presently a member of IAVM's Diversity in Leadership Committee, she is focused on ensuring the strength and sustainability of IAVM, through her support of IAVM's expanding commitment to recognize and amplify a diversity of voices. A graduate of Venue Management School (VMS) and the Graduate Institute (GI), Norris became a Certified Venue Executive in 2018. She looks forward to teaching Accessibility at Venue Management School, in 2021. In January 2020, Norris was honored to join the IAVM Board, and brings years of not-for-profit board experience to the work.



**Director - Stadiums: Sarah Mathis, CVP**

**Sarah Mathis, CVP** is the Director of Fan Experience for the Jacksonville Jaguars. Starting as a game day employee in 2009, her role has expanded to oversee the entire fan experience program. She is passionate about creating memorable experiences for both staff and guests at TIAA Bank Field.

With 12 seasons in the NFL, Mathis' experiences include implementing new logos, stadium policies, the NFL's only swimming spas, opening Daily's Place amphitheater, along with staff recruitment, recognition and training development for over 4,000 game day team members. During the COVID-19 pandemic, she served as the stadium's infection control officer, with work resulting in the Jaguars safely hosting fans at all home games during the 2020 NFL season at 25% capacity. Mathis also has worked four Super Bowls in a security and guest services leadership role.

Mathis graduated magna cum laude from Flagler College in 2011. She joined the River City Educational Organization board of directors in 2013 and in 2018 was elected board chair. 2018, the International Association of Venue Managers selected her in the 30 Under 30 class and she earned the Certified Venue Professional designation that same year. She resides in Saint Augustine, Florida with her husband and son.



**Director – Universities: Bobby Goldwater, CVE**

A respected and innovative industry veteran with an unparalleled combination of experience, **Bobby Goldwater, CVE** has had a career of impressive accomplishments including serving 24 years in a number of executive positions at Madison Square Garden and having leading roles in opening STAPLES Center, as the arena's first Senior Vice President and General Manager, operating RFK Stadium and bringing Major League Baseball back to Washington, D.C.

The President of The Goldwater Group consulting firm, Goldwater is a distinguished faculty member with Georgetown University's Sports Industry Management master's program, with which he served an 18-month term as its Interim Associate Dean, initiated its online curriculum and developed a sports management education program in association with the Josoor Institute in Doha, Qatar. He is the co-author of the textbook, *The Sports Management and Marketing Playbook, Second Edition*.

Goldwater is the co-chair of the Smart Venue Leadership Board, a diverse group of industry executives brought together to chart the future of venue technology and the fan experience. An IAVM member for 36 years, Goldwater currently is the chair of the Academic Committee, past chair of

the Universities Committee and moderator of the 20/20 Vision webinar series for young and aspiring venue management professionals.