

Kingston Thompson

Key Relationships Officer, Donor Stewardship

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STRENGTHS

-  **Donor stewardship**
Personalized follow up turned routine updates into meaningful conversations, and supporters received clearer connections between gifts and outcomes.
-  **CRM discipline**
Salesforce records stayed useful because activity was reviewed carefully, giving leadership a clearer view of relationship priorities.
-  **Mission storytelling**
Program materials made impact easier to grasp. A simple, direct story often opened a better conversation with supporters.
-  **Cross team coordination**
Events and communications partners relied on organized follow through, which kept supporter experiences steady from planning through delivery.
-  **Relationship building**
Recurring donor outreach grew through patient, personal contact. Conversations became more relevant when follow up reflected prior engagement.

SKILLS

- Fundraising
- Donor Stewardship
 - Salesforce CRM
 - Relationship Management
 - Portfolio Strategy
 - Donor Communications
 - Event Support
 - Portfolio Segmentation
 - Donor Pipelines
 - Virtual Meetings
 - Phone Outreach
 - Storytelling
 - Supporter Experiences

SUMMARY

Fundraising and donor relations professional with more than five years of experience cultivating supporters, managing philanthropic portfolios, and building **engagement strategies** that strengthen revenue programs. Salesforce CRM administration, donor communications, portfolio analysis, stewardship planning, and personalized outreach support thoughtful relationship development across individual and community giving programs. Frontline work includes **virtual meetings, phone outreach**, supporter updates, campaign coordination, event support, and clear storytelling that connects contributions with program outcomes. Cross functional collaboration with communications and events teams has improved **supporter experiences** and leadership visibility into fundraising activity. Organized, empathetic communication supports lasting donor relationships and careful follow through. Ready to bring this relationship centered approach to a mission driven organization focused on international water, sanitation, and hygiene initiatives.

EXPERIENCE

Donor Relations Manager

Global Impact Partners  March 2023 - Present  New York, New York

Leads individual supporter relationships, Salesforce portfolio operations, stewardship planning, and cross functional engagement initiatives. Provides leadership with clear activity updates while connecting donor communication, events, and program storytelling to sustained philanthropic support.

- Managed individual supporter portfolios through structured cultivation plans and personalized stewardship **outreach**.
- Analyzed Salesforce **engagement activity** to prioritize relationship opportunities and focus follow up.
- Created **donor communications** linking contributions with measurable program outcomes and mission progress.
- Coordinated **virtual meetings** and supporter updates that supported lasting donor relationships.
- Partnered with **events** and communications teams on supporter engagement initiatives and **storytelling**.
- Prepared fundraising activity reports and portfolio updates for leadership review and planning.

Development Associate

Community Giving Network  June 2021 - February 2023  Boston, Massachusetts

Supported **frontline fundraising**, recurring donor relationships, community campaigns, CRM data quality, event coordination, and mission focused communications. Strengthened operational consistency through accurate records, accessible reporting, and timely follow up with supporters and internal partners.

- Built recurring donor relationships through targeted outreach and personalized follow up.
- Supported individual and community **fundraising** campaigns with organized **donor communications**.
- Maintained accurate donor information and reporting workflows across **CRM records**.
- Coordinated event logistics and supporter communications for community engagement initiatives.
- Prepared program impact materials that clarified organizational priorities for contributors.
- Improved donor data accessibility through careful CRM updates and quality checks.

PROJECTS

Supporter Engagement Planning 2024

Created a practical stewardship planning framework linking donor communications, virtual meetings, activity review, and program storytelling. Work supported more consistent follow up and clearer relationship priorities across individual supporter portfolios.

Community Giving Communications 2022

Engagement Analysis

Organizational Skills

LANGUAGES

English Native

Spanish Intermediate

MY CAREER



● Donor Relations Manager at Global Impact Partners (3.5 Years)

● Development Associate at Community Giving Network (1.7 Years)

Developed mission focused materials and outreach workflows for community contributors. Project connected giving activity with program priorities and helped internal partners deliver clearer supporter updates.

LEADERSHIP & AWARDS

- Recognized by leadership for clear portfolio updates and dependable donor relationship follow through.
- Selected to support cross functional events and communications initiatives involving individual supporters.
- Trusted by peers to improve donor records, reporting workflows, and supporter communication materials.

EDUCATION

Bachelor's Degree in Communications

Northeastern University 🎓 GPA: 3.5 📅 2021 📍 Boston, Massachusetts

Coursework: Donor communications, organizational communication, public relations, nonprofit management

CERTIFICATIONS

- Salesforce Administrator Trailhead Credential 📅 2025
- Fundraising and Donor Stewardship Certificate 📅 2024

TECHNICAL SKILLS

- **CRM Platforms:** Salesforce CRM, Salesforce Administrator, Trailhead
- **Donor Management:** Donor records, donor portfolios, stewardship plans
- **Fundraising Methods:** Frontline fundraising, annual giving, recurring giving
- **Portfolio Analysis:** Portfolio segmentation, engagement activity, outreach prioritization
- **Donor Outreach:** Personalized communication, phone outreach, virtual meetings
- **Communications:** Donor communications, supporter updates, impact materials
- **Event Coordination:** Supporter events, event logistics, virtual engagement
- **Storytelling:** Program storytelling, mission messaging, contribution outcomes
- **Reporting Tools:** Portfolio reports, fundraising activity, leadership updates
- **Engagement Planning:** Cultivation plans, stewardship planning, donor pipelines
- **Water And Sanitation:** Water initiatives, sanitation initiatives, hygiene initiatives

PROFESSIONAL AFFILIATIONS

- Nonprofit fundraising and donor relations professional community participant.
- Community engagement and philanthropic communications network participant.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST