**Heidi E. Bailey**

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**Key Strengths**

Higher Education Teaching and Mentorship | Global Team Leadership | Brand Management | Digital Marketing |

Strategic Marketing Planning and Execution | Consumer Relationship Marketing

Content Marketing | Partnership Management | New Product Development

**Education & Community Engagement**

**Master in Business Administration**, Western New England College

**Bachelor in Business Administration**, University of Massachusetts, Amherst

**Recent Courses:**

**Harvard Business School Online,** Sustainable Business Strategy Certificate Course, February 2020

**Cornell University,** Digital Marketing Certificate Course, Fall 2017

**Disney Institute**, Disney’s Approach to Business Excellence, Fall 2016

**University of Connecticut:** Center for Teaching Excellence Courses; Digital Media for Business,Graduate Course

**University of Connecticut** – **Student Mentoring Experience**

Judge for CIBER International Business Case Challenge, 2017 and 2019

Mentored Marketing Students in research project for LEGO Systems, 2015

**Isenberg School of Management, University of Massachusetts, Amherst – Student Mentoring Experience**

Women of Isenberg Conference Panelist: Leadership Skills, 2017; Careers in Marketing, 2018; Corporate Confidence, 2019

Mentored Honor’s Marketing students in annual research projects for LEGO Systems, 2009-2014

Guest Speaker in “Managerial Perspective on Marketing Strategy” course, 2007, 2014, 2016

**YMCA, Board Member –**Fundraising Event Chair, March 2017- Present

**Professional Experience**

**University of Massachusetts, isenberg school of management August 2020 – Present**

**Lecturer**

* Teach MK 421 Product Management course in Spring 2022.
* Created updated curriculum and lead Honors Marketing students in MK 499J&K Tools for Professional Success, a 6-credit course wherein students act as marketing consultants to businesses. Teach students frameworks that will promote better recommendations and uphold Isenberg and Commonwealth College’s excellent reputation. Recruit and nurture client relationships. In Fall 2021, clients included Boston Scientific Corporation and Newell Corporation. Both clients stated that they plan to execute the students’ recommendations.
* Consultant in MK 499J&K Tools for Professional Success course in Fall 2020. Collaborated with Professor Charles Schewe to engage Honors marketing students, clients and guest speakers via Zoom.

**University of Connecticut, School of Business August 2018 – Present**

**Visiting Instructor**

* Develop new curriculum and teach MKTG 4997w Honors Marketing Thesis course, MKTG 3362 Marketing Planning and Strategy, MKTG 3101 Introduction to Marketing Management, MKTG 3208 Consumer Behavior, MKTG 4899 Independent Study, and BUSN/HRTS Business Solutions to Societal Challenges..
* Student Evaluation of Teaching Excellence Award 2018-2021 Student Evaluation of Teaching scores: Mean Score (out of possible 5 points)
  + The instructor presented the course material clearly. 4.5
  + The instructor was well prepared for class. 4.5
  + The instructor responded to questions adequately. 4.6
  + The instructor stimulated interest in the subject. 4.4
  + The instructor showed interest in helping students learn. 4.8
  + The instructor gave clear assignments. 4.4
  + The instructor was accessible to students. 4.6
  + The instructor gave useful feedback on my performance. 4.7
  + The instructor returned graded work in a reasonable amount of time. 4.6
  + The instructor used class time effectively. 4.2
  + The instructor treated all students with respect. 4.9
  + The instructor graded fairly. 4.7
* Develop online discussion boards for Consumer Behavior and Intro to Marketing courses to enhance student interaction, engagement and understanding of material. Proficient in online teaching tools such as Blackboard, Kaltura Video capture, Blackboard Collaborate Ultra, Microsoft Teams, Zoom and Webex live meetings, and online Assessment tools (Respondys Lockdown Browser). Support and motivate students to develop into valuable team members. Recruit guest speakers to share real-world marketing plan examples.
* Developed new course syllabus for BUSN/HRTS 3524 Business Solutions to Societal Challenges in 2021 and MKTG 4997w Honors Marketing Thesis course in 2019-2020. In 2019, students acted as marketing consultants to [UConn Extension](http://www.extension.uconn.edu/) to revitalize [Connecticut Environmental Action Day](https://www.youtube.com/watch?v=mTF7aQNAWow&feature=youtu.be) [(CEAD).](https://www.youtube.com/watch?v=mTF7aQNAWow&feature=youtu.be) This 4-H program brings middle school students to the UConn Storrs campus where they work with UConn faculty, staff and students to learn about environmental issues.  The Honors students conducted marketing research and created a marketing plan to recruit UConn student volunteers for CEAD.  They also planned and implemented a Social Media campaign to encourage UConn students to take the [#ClimateChangeChallenge](https://blog.extension.uconn.edu/2019/03/22/take-the-climate-change-challenge-with-uconn-extension/) and then post their actions using #ExtendtheChange to encourage friends and families to do the same.
* In 2019-2020, advised the MKTG 4997w Honors Marketing students in researching an interdisciplinary approach to sustaining CEAD as an annual event and increasing faculty and student volunteer engagement with CEAD and the #ClimateChangeChallenge. <https://environmentalaction.extension.uconn.edu/>

**University of Connecticut, Stamford and Waterbury August 2017 – May 2018**

**Adjunct Instructor, School of Business, Career Planning Course**

**Lego Systems Inc. Enfield, Ct**

**Latin America Marketing manager (Maternity Cover) 2017**

* Lead 2017–2018 Marketing Plans in Central and South America (excluding Brazil). Quickly build relationships and understanding of Latin America market dynamics. Sell-in 2018 Product and Marketing Plan to distributors.
* Drive increased sales and return on marketing investment. Create proposal for U.S. Hispanic marketing integration.

**Brand Manager,** LEGO Disney Princess, LEGO Frozen, LEGO Moana and LEGO Elves **2015 – 2016**

* Contracted for 10 months as maternity cover for Brand lead on two product lines totaling $77 million in US business.
* Secured Disney support for LEGO Disney Princess building events with top retailers, social support for LEGO Frozen co-developed content, and off-shelf opportunities in conjunction with theatrical release of Moana and Beauty & the Beast films.
* Increased LEGO Elves sales via digital support and provided input on new LEGO Elves content and product direction.
* Presented product, marketing plan and storyline to US retail stakeholders resulting in increased orders.

**Senior Marketing Manager**, Growth Markets **2013 – 2015**

* Global LEGO Club Leadership Team Member:
  + Set global vision, mission, objectives, strategy and budget in partnership with global leaders.
  + Led LEGO Club Marketing Managers in US, Canada, UK, France and Australia who delivered global and local print, digital and in-person marketing content and experiences to members in their region.
  + Increased global membership to 5 million members in 17 countries while driving increased purchase retention.
  + Secured funding and execution of new digital App to drive physical/digital engagement.
  + Created initial proposal for LEGO Club App to drive digital, globally scalable experience focused on personalized membership engagement and recognition. Proposal secured funding for preliminary development.

**Senior Brand Manager,** LEGO Club and LEGO Master Builder Academy **2009 - 2013**

* Managed growth of LEGO Club multi-channel brand loyalty experience:
  + Increased global membership to 4.5 million members driving a 75% purchase retention rate and 2-3 times purchase frequency among LEGO Club members vs. non-members based on Market Factor Analysis (MFA).
  + Acted as Producer for **LEGO Club YouTube** site featuring LEGO Club TV content and worked with LEGO Social Media team to transition viewers to new, Global LEGO YouTube site.
  + Pitched and secured funding for LEGO Club Interactive Magazine and redesigned LEGO Club website.
  + Collaborated with marketing teams in US, Canada, Europe and Australia to set market level budget, membership and content strategy that delivered strong Marketing Return on Spend.
* Achieved $9.5 million in sales for LEGO Master Builder Academy. Created 3-year Business Plan and led development and marketing of LEGO Master Builder Academy paid subscriptions in collaboration with PMD, Future Lab, CMA, D2C, Supply Chain, IT and Sales teams. Co-created integrated video and digital experiences for LEGO Master Builder Academy website.

**Senior Brand Manager,** LEGO Club and LEGO BrickMaster **2003 - 2009**

* Led and developed Global LEGO Club Editorial team and North America Marketing Managers, consistently reaching or exceeding membership, incremental purchase and Brand Affinity targets.
* Co-created **LEGO Club TV channel on YouTube** and act as Producer for innovative new, bi-monthly **LEGO Club Show**.
* Initiated development of **LEGO Club e-mail newsletter** to drive engagement and recruitment, and lead Managers and Editorial team to execute it in collaboration with LEGO Digital team and external vendors.
* Created innovative new paid physical-digital experience – **LEGO BrickMaster** – reaching 160,000 paid subscribers.
* Partnered with LEGO Education to create **LEGO Club School Edition Magazine and Teacher’s Guide.** Reached one million students that drove in-school and after school engagement among teachers and children in grades K-5.
* Coached team to deliver new LEGO Club experiences at LEGO Stores, LEGOLAND, LEGO Kids Fest and San Diego Comic Con events to drive engagement, traffic, purchase and recruitment.

**Brand Manager,** Community **2000-2002**

* Collaborated with EU colleagues on transitioning LEGO Club to aligned global program. Manage global development budget. Share best practice and recommendations on membership forecasting, content and methods to drive and measure increased purchase retention and frequency via ongoing member/non-member research.
* Partnered with DC Comics on BIONICLE Comic to firmly establish authentic and compelling ongoing storyline.
* Negotiated LEGO Club and LEGOLAND Partnership agreement: Established LEGO Clubhouse at LEGOLAND California, LEGO Club weekends 3 times per year, LEGO Club Magazine advertising rate, and ongoing LEGO Club recruitment in Parks and Discovery Centers. Managed world record breaking LEGO Club Kidvention Event at LEGOLAND California.
* Led writing team and developed integrated marketing campaigns in collaboration with local and global colleagues.

**Direct Marketing Manager 1998-2000**

* Developed and launched LEGO Club website offering members unique LEGO Club ID to register their high score in games, post to the first LEGO Gallery, interact on Message Board and via Comic captions contests, find Event information and special news, and sign up to receive LEGO Club Magazine.
* Collaborated with Lucasfilms to create special LEGO Club content for launch of LEGO Star Wars.
* Co-created LEGO Preschool “Catazine” with Brand Marketing team to build LEGO DUPLO brand awareness and relationships with preschool Moms. Then transitioned the relationship to reach the child via LEGO Club at age 5.

**Assistant Direct Marketing Manager,** LEGO Club and LEGO Shop at Home **1992-1998**

* Created Business Case to grow LEGO Club from 120,000 members to 1 million members.
* Managed LEGO Shop at Home merchandising, sales forecast and buyer base recruitment to drive sales growth.