


# ISA Staff Management



**Patrick Gouhin**  
Executive Director



**Debbie Eby**  
Manager, Executive Office



**Marie O'Neal**  
Human Resources



**Ken Hilgers**  
Director, Finance & Operations  
Manager, Member Services



**Tim Feldman**  
Director, Products & Services  
Manager, Sales



**Clara Lynn**  
Manager, Customer Service



**Dalton Wilson**  
Manager, Education, Certification, Events



**Charley Robinson**  
Manager, Standards



**Susan Colwell**  
Manager, Publications & Graphics



**Jennifer Infantino**  
Manager, Corporate & Foundation Partnerships



**Bob Crigler**  
Manager, Marketing and Business Development