

Summary

Dedicated and organized professional with outstanding relationship-building and problem-solving skills. Driven to exceed expectations and operate effectively in fast-paced, high-pressure environments. Self-motivated team player adept at cultivating partnerships and building lasting relationships across all demographics and management levels. Dynamic and reliable with exceptional customer service and communication skills. Highly-motivated employee with desire to take on new challenges. Strong worth ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

Education and Training

Master of Science: Human Development, 05/2025  
University of Rochester - Rochester

Bachelor of Arts: Broadcast Communications, 05/2004  
SUNY College - Brockport

Skills

- Builder of inclusive, diverse, and courageous spaces
- Fluent in Spanish language
- Conversational American Sign Language
- Design and execute events/programs for diverse communities
- Cross functional collaboration
- Foster a positive learning atmosphere with forward thinking mentality
- Professional experiences include working in fast-paced remote and in-person environments
- Thrives in a collaborative team environment and can independently manage diverse objectives

Experience

Diversity, Equity & Inclusion Advocate, 10/2022 to Current  
University Of Rochester – City, STATE

- Assisted in the development of a strategic DEI plan for the department and work to align it with Institutional goals
- Maintained strong knowledge of diversity, equity, inclusion, and accessibility by participating in workshops, conferences and online education classes.
- Assessed the diversity, equity, and inclusion climate to guide the development of interventions
- Negotiated contracts with vendors for desired training outcomes, fees or expenses.
- Supported meeting of goals and monitored efforts to train, recruit and retain individuals from underrepresented groups
- Scheduled meetings with employees to address concerns and grievances.

Assistant Director, Community & Belonging, 07/2018 to 09/2022  
Rochester Institute Of Technology, RIT – City, STATE

- Established budgets and tracked expenses to drive operational efficiency.
- Oversaw the daily operations of the MOSAIC Center (Making Our Space an Inclusive Community)
- Responsible for leading and continual development of the Women of Color, Honor, and Ambition Leadership Development Program
- Designed, implemented and continually advanced leadership development programs to realize tangible, measurable results to strengthen leadership pipeline for students.
- Directed special projects and daily operations.
- Cultivated and maintained relationships to promote positive work culture.

Manager, Multicultural Student Life, 02/2012 to 07/2018  
Rochester Institute Of Technology, RIT – City, STATE

- Created training modules and documentation to train staff.
- Communicated company directives and programs to associates and ensured all follow-up items were completed accurately and timely.
- Leveraged leadership skills to identify deficiencies and opportunities to improve policies, procedures and controls.
- Enhanced team member performance through use of strategic and tactical approaches, motivational coaching and training.
- Accomplished financial objectives by forecasting requirements, scheduling expenditures and preparing annual budgets.

Cultural & Programmatic Initiatives Coordinator, 05/2009 to 01/2012  
Rochester Institute Of Technology, RIT – City, STATE

- Planned and executed North Star Center/MCAS Signature events that include but are not limited to: multicultural celebrations, Homecoming, Orientations, Professional Development Series.
- Fostered rapport with Institutional leadership and students to build trust and cultivate communication.
- Communicated effectively and delivered positive reinforcement to students, which enabled building of trust and rapport.
- Worked successfully with diverse group of coworkers to accomplish goals and address issues related to students success, recruitment and retention.

Associations & Memberships

- 2022-present: Lead Consultant, Beyond Boundaries Consulting
- 2022-present: Board Member: Writers & Books Literary Arts Center
- 2022-present Member, Greater Rochester Chamber's DEI Leadership Exchange
- 2012-present: Founder/Board Present, Rochester Latino Theatre Company, Inc.
- 2017-2023 Member, National Association of Student Personnel Administrators
- 2013-2016: Chair, United Way Latino Leadership Development Program Executive Steering Committee
- 2012-2023 Member, Geva Artistic Council
- 2012-2016 Member, Association of Sorority/Fraternity Advisers
- 2001-present: Member, Latinas Promoviendo Comunidad/ Lambda Pi Chi Sorority, Inc.

Certifications

- 2014: Dale Carnegie: Skills for Success Leadership Training, Human Relations, and Communication
- 2014: Latino Leadership Development Program from United Way of Rochester

Websites, Portfolios, Profiles

- <https://www.linkedin.com/in/JessicaClaire1/>