

# Jeff Jenkins

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## SKILLS & STRENGTHS

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- Entry-level experience with Ruby, Rails, Javascript, React, React Native, Redux, HTML, CSS, Semantic UI, Bootstrap UI, and Git
- Effective interpersonal skills, ability to connect to a diverse community, identify strengths in others
- Prioritizes effective and meaningful customer service
- Extremely strong presentation and public-speaking, written and verbal communication skills
- Experienced in contract development, management, and execution
- Effective and judicious selection and nomination skills
- Implements sustainable training methodology, identifying areas of improvement
- Experience in both grassroots and administrative organizational development
- High degree of adaptability to change
- Keen to new trends in student development theory within the context of cross-cultural experiences
- Pragmatic, problem-solving perspective, effectively compartmentalizes responsibilities and task

## EXPERIENCE

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### **Customized and Faculty-Led Programs, IES Abroad**

September 2018 – April 2020

#### Customized Program Manager

- Manage 60-70 customized study abroad programs simultaneously while in various stages of development
- Draft, revise, and update program proposals and pricing costs. Negotiate to arrive at contractual agreements
- Facilitate contract development, management, and execution for each program
- Manage all aspects of program development to include sales inquiries, proposal and budget creation, troubleshooting issues, and post-program evaluations and assessment
- Serve as the primary contact for colleges and universities in the Mid-Atlantic, OH, KY, NJ, NY, and WV on all matters related to faculty-led and customized programs
- Work collaboratively with 30+ global IES Abroad Centers to promote program options to partners
- Review and explain IES Abroad program policies, procedures, and requirements with partners

### **Study Abroad, University of Miami**

July 2015 – September 2018

#### Assistant Director

- Outgoing and Intake Advisor for semester-long and short-term programs in Africa, Asia, and Pacific regions. Approximately 100-150 outgoing and 50-100 incoming students annually.
- Territory management: Australia, China, Greece, India, Japan, Morocco, New Zealand, Singapore, Solomon Islands, South Africa, South Korea, Turkey, and Vietnam
- Primary contact with overseas counterparts regarding safety and security, curriculum management, housing, and exchange agreement management for programs within territory
- Create and present comprehensive pre-departure and arrival orientation sessions for outgoing and incoming exchange students focusing on safety, security, health, wellness, and academic and cultural adjustment
- Create and maintain outgoing and incoming study abroad student handbooks that encompass all aspects of study abroad experience to include health, safety, and procedure
- Manage 3 premier UM-cohort abroad programs ("U" programs) in Cape Town (South Africa), Shanghai (China), and Manipal (India). Responsible for the launch of program in Shanghai

- Manage financial planning, itinerary, coursework, and safety, health and security training for short-term, faculty-led programs abroad
- Conduct trainings for faculty-led program assessment and implementation for fellow staff and faculty
- UM Study Abroad liaison to the College of Engineering, Dean of Students, Office of Disability Services, and Student Counseling Center
- Working knowledge of Terra Dotta, Workday, International SOS, and Risk Management systems
- Conducts frequent general and program-specific information sessions and classroom presentations to prospective study abroad populations
- Previous advisor to Global Ambassador student organization, responsible for advising, selecting, training, and scheduling approximately 40 students for study abroad recruitment efforts, exchange student mentoring, cross-cultural promotion on campus, and study abroad outreach efforts
- Maintain relationships and communication with study abroad third-party providers to include IES, CIEE, and AIFS. Includes coordination with US headquarter offices and study centers abroad

**Office of Undergraduate Admission, University of Miami**

Aug 2012 – July 2015

Assistant Director

- Advisor to President's 100 Student Ambassador organization, responsible for advising, selecting, training, and scheduling 160 students, advising 10 Advisory Board members and 22 Tour Captains, and managing daily campus visits and tour program for approximately 30,000 visitors per year
- Recruitment and Selection Coordinator of Legacy Admissions (1500 applicants annually), Dual-Degree Honors Program in Medicine (400 applicants annually), and the Publix George W. Jenkins Scholarship (150 nominations for 3 scholarships annually)
- Territory recruitment and selection support for approximately 1100 applicants
- Coordinator of High-Achieving Recruitment Team, facilitating frequent special visit days for high-achieving prospective students, planning and execution of 3 scholarship competition weekends for approximately 100 guests each, and planning and implementation of 5 student shadow days
- Visit Coordinator of Multicultural Recruitment Team, coordinating approximately 20 special visits for outreach organizations at third most-diverse college campus
- Presentation Coordinator of Staff Development Team
- Serve as the Office of Admission liaison to the Office of Alumni Relations and College of Engineering

**Student Activities and Student Organizations, University of Miami**

April 2012 – Aug 2012

Interim Assistant Director

- Act as Department consultant for 290 student organizations, student organization advisors, and campus departments regarding organization management
- Manage student org. online portal, including roster management, registration, and communication
- Manage contract agreements among student organizations, vendors, and campus entertainment

**Peace Corps Headquarters, Volunteer Recruitment and Selection**

July 2010 – Nov 2011

Administrative Assistant

- Provided administrative support for Staging (Pre-Departure Orientation) events, approximately 100 annually consisting of 4,500 trainees
- Provided correspondence, trouble-shooting and customer service for approximately 70 hotel partners and 34 Country-Desk Officers who serve as domestic support for 76 country offices

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**Peace Corp Thailand**

January 2008 – January 2010

**Community-Based Organizational Development Volunteer**

- Collaborated with local municipality in rural Thai village to create capacity-building projects
- Exercised extensive cross-culture communication and understanding, including proficiencies in Thai language, cultural understanding, boundaries, and expectations
- Developed Biogas digester construction methods, authoring two manuals and providing trainings to local villagers, refugees, and fellow volunteers in both Thai and English languages
- Provided several trainings in: HIV/AIDS education, small-business development, English language skills, youth development and monitoring and evaluation of development projects
- Volunteer Advisory Committee (VAC) lead, acting as liaison between volunteers and staff

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**EDUCATION****University of Miami**

Bachelor of Arts in International Studies, Bachelor of Arts in Religious Studies

May 2007

Masters of Science in Higher Education Administration  
Concentration: Student Life and Development

Dec 2014

**FlatIron School**

Certificate of Completion, Software Engineering Bootcamp  
Concentration: Ruby, Rails, Javascript, React, and Redux

Nov 2020

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**REFERENCES****Katie Burke**

Senior Customized Program Manager • Customized and Faculty-Led Programs, IES Abroad • 312.264.5141 •  
kburke@iesabroad.org

**Keith Dipple**

Senior Associate Vice President of Customized Programs and Internships • Customized and Faculty-Led Programs,  
IES Abroad • 312.262.5155 • kdipple@iesabroad.org

**Devika Milner**

Director • Study Abroad, University of Miami • 305.284.6858 • dmilner@miami.edu

Additional references, to include former student and faculty advisees, upon request