

# JENNIFER LEBEAU, PH.D.

Founder & CEO, JBurton Consulting, LLC

PO Box 458, Pullman WA 99163

509.592.3070

[jlebeau@jburtonconsulting.org](mailto:jlebeau@jburtonconsulting.org)

## CAREER OBJECTIVES

To provide high-quality, professional, tailored services that contribute to individual and organizational success. To utilize over 20 years of experience in education, customer service, relationship-building, administration, and data collection, analysis, reporting, and visualization to help others succeed.

## EDUCATION

**JULY 2012**

**PH.D. EDUCATION, WASHINGTON STATE UNIVERSITY**

**DECEMBER 2008**

**M.A. EDUCATION, WASHINGTON STATE UNIVERSITY**

**MAY 2001**

**B.S. BIOLOGY, UNIVERSITY OF IDAHO**

## EXPERIENCE

**2019-Present RELATIONSHIP MANAGEMENT STRATEGIST, WASHINGTON STATE UNIVERSITY FOUNDATION**

Track activity on major gift donors to the WSU Foundation, enhancing the University's fundraising efforts. Work with development officers, deans and other frontline fundraisers to capture major gift prospect activity with the Advance database. Provide frontline fundraisers with custom reports on proposals, contacts, portfolios, and other major gift prospect data. Develop data visualizations, maps, and reports for Advancement leadership.

**2016-Present FOUNDER & CEO, JBURTON CONSULTING, LLC**

Provide consulting services for individuals and organizations seeking to enhance their success. Identify measures, processes, and products for program or project development, implementation, evaluation, and sustainability. Assist organizations with strategic planning and mission, vision, goal, value, and objective development. Mentor graduate students and assist with review and idea generation for dissertations and theses. Develop presentations and other educational products for multiple audiences. Negotiate contracts. Submit invoices. Communicate and collaborate to secure budget-friendly payments and deliverables.

**2017-2019 ASSISTANT DEAN, GRADUATE SCHOOL, WASHINGTON STATE UNIVERSITY**

Oversee academic program review and assessment as well as graduate student services. Supervise approximately 14 staff members, including graduate research assistants. Provide staff customer service training to improve internal and external relations. Create and present seminars and workshops on residency and other aspects of the graduate student experience. Investigate student appeals. Serve on university committees.

**2012-2019 RESEARCH ASSOCIATE & CLINICAL ASSISTANT PROFESSOR, COLLEGE OF EDUCATION, WASHINGTON STATE UNIVERSITY**

Serve as an external evaluator for state-, federally-, and locally-funded projects related to Science, Technology, Engineering, & Math (STEM) education and student success. Teach program evaluation and introductory research methods courses for graduate students. Conduct qualitative and quantitative data collection, analysis, and reporting. Communicate and build relationships with a variety of stakeholders and community members. Publish journal articles. Present at multiple national conferences related to evaluation, atmospheric science, biology, and engineering, and other fields.

**2007-2012 GRADUATE RESEARCH ASSISTANT, WASHINGTON STATE UNIVERSITY**

Conduct qualitative and quantitative data collection, analysis, and reporting. Assist in the facilitation and coordination of service learning programs. Develop relationships with and serve as liaison to faculty members in multiple departments. Coordinate presentation schedules and monthly peer mentor visits. Troubleshoot online database. Prepare and mail reminder post-cards. Participate in all-staff training sessions and service projects.

**2006-2007 PROGRAM FACILITATOR, ACADEMIC CHAMPIONS EXPERIENCE (ACE-IT), UNIVERSITY OF IDAHO**

Implement and coordinate a social norms media campaign on the UI campus. Develop relationships with faculty across academic units. Present workshops and seminars. Serve as a resource to and a liaison for University community members. Update program website, including moderation of two forums for discussion. Evaluate program effectiveness. Ensure appropriate grant budget/financial accountability. Produce and present accounting/budget forms and reports. Schedule and coordinate logistics for annual retreats and meetings. Hire, train, and supervise students and interns. Write grant proposals and an implementation guide. Adhere to ethical standards of professional conduct. Perform other tasks and duties as needed or assigned.

**2004 (June-December) OFFICE ASSISTANT, LEGAL AID CLINIC, UNIVERSITY OF IDAHO**

Interview clients to determine eligibility for the program. Interact closely with members of the legal community. Perform filing, copying, and mailing of documents. Enter and retrieve information from an Access database.

**2003-2004 DESK WORKER, LAW LIBRARY, UNIVERSITY OF IDAHO**

Assist law students, lawyers, and the public in locating desired materials. Learn and use legal terminology, correct citations, and knowledge of Congressional Library system to better serve patrons. Research, analyze, track, and enter information within a law library catalog database (Voyager).

**2003-2006 AMERICORPS MEMBER & LEARNING SPECIALIST, TUTORING & ACADEMIC ASSISTANCE PROGRAMS, UNIVERSITY OF IDAHO**

Instruct courses and present seminars. Assess student needs, evaluate progress, and formulate future plans and goals. Organize and facilitate learning groups. Provide individual career and academic advising, as well as mentoring to students with disabilities. Tutor undergraduate students in chemistry and biology. Attend staff meetings and professional development trainings. Maintain and adhere to university policies, procedures, and standards.

**2002-2003 ENVIRONMENTAL ANALYST, IDAHO DEPARTMENT OF ENVIRONMENTAL QUALITY**

Conduct measurements of lead, zinc, and other metals in Northern Idaho lakes and rivers. Assist in the completion of Total Maximum Daily Load (TMDL) reports. Research information on watershed history. Collaborate with members of the professional community to gather and clarify information. Use Microsoft Access, Excel, Word, and ArcView GIS. Edit technical reports. Present findings at inter-agency meetings. Collaborate with other national and state agencies.

**2002 (January - May) LABORER, THE PLANT FARM, SPOKANE VALLEY WASHINGTON**

Plant flowers and assorted greenery. Prepare plants for sale and distribution to individuals and large companies.

**2001 (May - July) OFFICE ASSISTANT, PALOUSE PROPERTIES, MOSCOW IDAHO**

File rental folders. Provide customer service to prospective and current tenants. Collaborate with service providers to schedule maintenance visits and to manage invoicing. Answer multi-line telephone systems and route calls as appropriate. Fax and scan documents. Enter customer information into account management system. Perform mail merges and prepare mailings. Assist with bank deposits. Perform other clerical work as assigned or necessary.

**2001 (March - July) PHARMACY TECHNICIAN, HODGINS DRUG & HOBBY, MOSCOW IDAHO**

Provide customer service to pharmacy patients. Assist in filling prescriptions. Assist with accounting and bookkeeping efforts.

**1997-2001 DESK WORKER, LAW LIBRARY, UNIVERSITY OF IDAHO**

Assist law students, lawyers, and the public in locating desired materials. Learn and use legal terminology, correct citations, and knowledge of Congressional Library system to better serve patrons. Research, analyze, track, and enter information within a law library catalog database.

## SKILLS

- Relationship-building
- Customer service
- Critical, analytical, and strategic thinking
- Attention to detail
- Data entry
- Account management
- Qualitative & quantitative data collection, analysis
- Microsoft Word, Excel, PowerPoint, PowerBI
- Navigating difficult situations
- Effective communication
- Positive attitude
- Patience
- Quick learner

## VOLUNTEER ACTIVITIES

- AmeriCorps, Moscow, Idaho
  - National Day of Service, Habitat for Humanity
  - Scare Away Hunger
  - Make a Difference Day
  - Martin Luther King, Jr. Community Diversity Breakfast
- Students in Service, Washington Campus Compact
  - Gardening at Bellevue Living Community; Pullman, Washington
  - Special Olympics; Spokane, Washington
  - Paint the Palouse; Moscow, Idaho
  - Saturday of Service; Moscow, Idaho
  - McIntosh Grange Fair Booth; Rockford, Washington