JENNIFER CALHOUN

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EDUCATION

BABSON COLLEGE, F.W. OLIN GRADUATE SCHOOL OF BUSINESS, Wellesley, MA May 2022 - May 2023
MBA (Concentration: Entrepreneurship)

- Babson College Fellow *(full tuition)*

UNIVERSITY OF ILLINOIS, SCHOOL OF LABOR & EMPLOYEE RELATIONS Champaign, IL August 2007 - October 2009
PhD Candidate, Sociology [withdrew from program to pursue other opportunities] January 2009 - October 2009

- Sociology Department Fellow *(full tuition & expenses)*
- Graduate Teaching Assistant - Sociology 101 & Introduction to Social Statistics
- Graduate Research Assistant - Center on Democracy in a Multiracial Society, Graduate Student Data Lab

MHRIR, Master of Human Resources and Industrial Relations August 2007 - December 2008

- Conoco Phillips Fellow *(full tuition, expenses, & living stipend)*
- Graduate Coordinator - Supervised dozens of undergraduate students providing educational support and tutoring to local elementary schools

UNIVERSITY OF TENNESSEE, Martin, TN August 2004 - May 2007
BA, Spanish (Minor: International Studies, Magna Cum Laude)

- Fully funded tuition & expenses through Merit and Need-based awards
- Modern Foreign Language Lab Assistant & Tutor
- Chancellor's Award & Dean's List
- American Association of School Administrators - Gold Award for Business, Science, and Technology
- Muriel Thomlinson Language Award & Modern Foreign Language Outstanding Student Award

ENTREPRENEURIAL EXPERIENCE

Application of Interest Based Problem Solving and Creative Critical Thinking to a broad range of needs in order to identify and develop innovative solutions using the means at hand. Implementation of systems, strategic utilization of delegation and automation, and effective leveraging of influence and vision to balance entrepreneurial pursuits against simultaneous fulltime corporate employment.

CONQUER Coaching, **Independent Contractor**, Remote June 2022 - Present

- Providing group and individual business coaching to owners of small home service businesses.
- Prerequisites to this position include having built a 7 figure home service business of my own and completion of CONQUER's coaching certification program

G.I. Junk Removal, Founder, Portland, OR December 2016 - Present

- Developed business model, secured funding, and grew company to $1M in annual revenue within 4 years of launch.
- Conceptualized, developed, and implemented company brand standards, strategy, and all standard operating procedures related to marketing & advertising, bookkeeping & accounting, and human resources.
- Researched, selected, and implemented software for Field Service Management, Customer Relationship Management, Marketing Automation, and Call Flow Management to service hundreds of residential and commercial customers each month.

Poshmark, Independent Seller, Portland, OR May 2017 - December 2017

- Purchased donated clothing in bulk by weight and utilized self-taught styled photography and influencing to build closet within app and grow to >100,000 followers within 6 months
- Sold profile and remaining inventory at a profit to another aspiring Poshmark seller

ShopRomper, Founder, Portland, OR July 2017 - August 2017

- Successfully built and launched e-commerce store for gender-neutral children's clothing utilizing drop shipping fulfillment.

Panamoral Books, **Founder**, Champaign, IL and Colón, Panama June 2009 - January 2010

- Utilized discarded books and recycled packaging materials to create and launch book-selling company on Amazon platform
- Transitioned from home-based model to outsourced warehousing and fulfillment to accommodate increasing inventory and sales
- Generated more than $15,000 in profits
- Sold business and remaining inventory at a profit to another aspiring book seller.

Spanish Language & Cultural Inclusion Services, Independent Contractor, Martin, TN June 2005 - May 2007

- English-Spanish Translation of company documents and Interpretation services during live events.
- Development of culturally appropriate hiring, onboarding, and training programs.
- Client Companies were all located in rural Northwest Tennessee and included a start-up engineering firm, lawn mower manufacturing plant, insurance brokerage, and a meat-processing plant.

EMPLOYMENT EXPERIENCE

KAISER PERMANENTE, Portland, OR October 2017 - December 2021

Healthcare Organization

Sr. Labor Relations Consultant

- Represented healthcare management in the re-opening and negotiation of multiple regional bargaining unit contracts covering thousands of employees in Oregon and Southwest Washington which had been in place with no re-negotiation for 13+ years.
- Coached and advised hospital and medical office management throughout the Northwest Region regarding contract & legal compliance.
- Administered dozens of collectively bargained agreements and successfully resolved hundreds of grievances and employee disciplinary actions.

PACIFIC MARITIME ASSOCIATION, Portland, OR June 2010 - August 2017

Multi-Employer Collective Bargaining Agent for West Coast shipping, stevedores and marine terminal operators.

Labor Relations Administrator

- Represented non-profit multi-employer organization in contract negotiations with the International Longshore and Warehouse Union (ILWU).
- Administered dozens of collectively bargained agreements and successfully resolved hundreds of grievances and employee disciplinary actions.
- Led preparation & presentation of management's case in more than 40 arbitrations, including both formal proceedings and on-the-job arbitration of time-sensitive matters.
- Pursued contractual enforcement on behalf of member company ICTSI during concerted labor activity at the Port of Portland in 2019. ICTSI later secured a $94M jury trial verdict against the ILWU.

ADDITIONAL INFORMATION

- **Languages**: English, Spanish.
- **Certifications**: Senior Certified Professional - Society of Human Resource Management, CONQUER Certified Business Coach - Automate, Sell, Grow
- **Community Service**: Founding Board Member of 501c3 organization ReDeploy, Certified Foster Care Provider for at-risk youth in Oregon.
- **Societies/Clubs**: Society of Human Resource Management, Labor and Employee Relations Association, Club Yes.
- **Professional Development**: Women's Negotiation Academy at Pepperdine University's Strauss Institute for Dispute Resolution, Basic Mediation Training at Clark County's Center for Community Dispute Resolution