

**Jeanette Mitchell, ed.d.**  
**Executive director, stritch leadership center**

Jeanette Mitchell, Ed.D. is the Executive Director of the Cardinal Stritch University Leadership Center. The Center's mission is to advance the human condition through leadership, learning and service. Through this lens, the Center is grounded in the view that leadership is a process of influencing self and others toward the achievement of a compelling moral purpose that improves the human condition. Jeanette joined Stritch as the Director of Planning for the Leadership Center in September 2001 and, as its current executive director, has responsibility for developing its structure and operations, coordinating its programming, convening community partners and acting as a liaison for key community relationships. In addition, she teaches the course, Doctoral Leadership Seminar, and advises doctoral dissertation candidates in Strich's cross-disciplinary doctoral program, Leadership for the Advancement of Learning and Service.

Before joining Stritch, Dr. Mitchell spent eight years as an educational program officer at the Helen Bader Foundation, where she designed and implemented their first Education program area. Through her strategic policy funding, Milwaukee was propelled into nationwide recognition for its broad array of educational options for parents and children. Prior to her work with the foundation, Dr. Mitchell spent over 30 years in corporate America in senior manager roles at Ameritech (formerly known as Wisconsin Bell). She was the company's first African American female District Manager. In this position, she successfully managed and improved morale of the Circuit Provisioning Services department during a changing and uncertain corporate environment. Mitchell held roles that ranged from the Manager for Marketing and Customer Service training to the District Manger for statewide directory assistance operations. In the district operations role, she oversaw a staff of over 400 employees located in four cities and provided creative and effective leadership during a corporate transition from authoritative to participatory management. Jeanette led the department to its highest customer service rating in a five-year period and to a first place ranking in its region for four quarters.

Dr. Mitchell is an experienced board leader in the corporate, non-profit and political sectors. In addition to currently serving as a director on the board of Legacy Bank, Jeanette has served on a number of nonprofit boards including the Milwaukee Urban League (Charter School and executive search committees), the Milwaukee Chamber Theater (audience and board development committees), the Leaders Forum (charter member, vice-chair and chair), McGovern Park Neighborhood Association (co-founder and policy committee) and Future Milwaukee (executive and advisory committees). Additionally, she was president of the City of Milwaukee School Board for three of the eight years she served as an elected representative from District 1, the northwest section of the city.

Jeanette is a recognized leader in the community and the recipient of numerous awards including the Cardinal Stritch Multicultural Image Award (2001), the educational leadership

as “Today’s African American Sheroes” of the YWCA(2002), the YWCA Laura Strain Woman in Philanthropy Award (1998), Girl Scouts of Milwaukee, Outstanding Leader Award (1996) and the Alverno College Outstanding Alumna Award (1990). In 1995 and again in 2003 she was appointed to the Governor’s Advisory Taskforce on Education. Also in 1991 she was profiled in Ladies Home Journal as a “Woman of Today”. Dr. Mitchell has extensive cross sector experience in leadership, management, diversity issues as well as training and development, and is committed to education and the empowerment of youth, women and minorities.

**JEANETTE MITCHELL, ED.D.**

1522 North Prospect Avenue (Unit 906), Milwaukee, Wisconsin 53202  
(414) 410-4551 office (414) 271-4311 home

**SUMMARY OF QUALIFICATIONS**

- Superior communicator with strong speaking, writing, and interpersonal skills
- Highly energetic; able to handle multiple projects simultaneously under tight schedules
- Effective leader for varied management teams
- 12+ years extensive experience in development and management training

**PROFESSIONAL EXPERIENCE**

*Cardinal Stritch University, Milwaukee, Wisconsin*

Executive Director, Leadership Center 2002 -- present

Clarifies and insures alignment of the vision, mission, values, and goals of the Leadership Center. Manages staff and coordinates with faculty to insure development, marketing and presentation of the Center's work. Oversees the evaluation of planning and development efforts and designs an ongoing evaluation process for program implementation and measures of success for the Center. Serves as a liaison and facilitates communication between the University and other appropriate partner agencies throughout the city, state, and country that may serve to support and be supported by the Leadership Center.

*Helen Bader Foundation, Milwaukee, Wisconsin*

Program Officer-Education 1994 - 2002

Accountable for an annual grant allocation budget of 1.6 million dollars. The Education focus area promoted an agenda of school and system empowerment for private and public, primary and secondary schools. Was responsible for grant evaluation, technical assistance, community organizing, coalition building, partnership formulation and grant development.

*Ameritech, Milwaukee, Wisconsin*

Director, Ameritech Customer Information System (ACIS) 1993 - 1994

Spearheaded a comprehensive software conversion project for a five state regional billing system with a targeted completion date of April 1994. As implementation director for Wisconsin, tracked and maintained project milestones, resolved problems that jeopardize completion, and coached regional task team in delivering technical resources.

District Manager, Special Assignment 1990 - 1993

President, Milwaukee Public School Board

Appointed to assist in the implementation of the reorganization of the Network Department following corporate restructuring. Granted special assignment as a community representative for Wisconsin Bell, Inc. (WBI) to fulfill elected position as President of the Milwaukee Public School Board. As president, provided leadership to a nine member elected board. Facilitated and moderated board meetings, acted as liaison between board and the Superintendent, school administrators, and teachers' unions. Was spokesperson for Milwaukee Public Schools and Wisconsin Bell, Inc. at

Jeanette Mitchell, Ed.D., continued.

meetings in the business community, with government officials and the media.

District Manager, Provisioning Services 1990 (six months)

Successfully managed and improved morale of department during changing corporate environment. Oversaw daily operations of a special circuit service and record keeping system (Circuit Provisioning and Trunks Integrated Records Keeping System) including systems engineering specifically designed for WBI corporate customers' telecommunications needs. Managed and provided directives to 6 area managers. Established production and quality objectives that were compatible with overall corporate goals. Analyzed technical reports, identified problem areas, developed solutions, and implemented corrective actions. Acted as technical resource for other departments to fulfill specialized customer demands.

District Manager, Operator Services 1987 - 1989

Provided creative and effective leadership during corporate transition from authoritative to participatory management. Oversaw line, staff, facilities, and force operations for statewide Directory Assistance organization. Managed approximately 400 employees located in four cities. Responsible for budgets in excess of \$1 million, key service measurements, personnel development, and overall daily operations. Defined goals, analyzed results, designed and implemented plans for improvement.

Training Manager, Human Resource Department 1986 - 1987

Facilitated classes for entry and mid-level managers for Wisconsin Bell's Leadership Training Curriculum. Planned, coordinated, and provided feedback to upper management. Assessed the training effectiveness and needs of "Leadership Management," a company-wide program developed to create a participative work environment. Successfully guided team members in decisions which focused on risk-taking and creativity.

Training Manager, Marketing and Customer Service Staff 1981 - 1987

Planned, coordinated, and directed training programs for Marketing and Customer Service Department. Managed a staff of 10 trainers and course developers who were responsible for facilitating management and non-management statewide trainings. Initiated, designed, and implemented training procedures.

Manager, Service Center; Marketing and Customer Service 1979 - 1981

Managed a department of 35 employees who handled customer service for 15,000 residence customers. Organized, planned, and directed staff to meet 90% of departmental objectives. Defined and met EEO goals and objectives.

Manager, Personnel; Human Resource Assessment Center 1979 (six months)

Assessed and evaluated management skills of non-management candidates and provided individual feedback and recommendations based on results. Increased awareness of managers regarding minority issues related to abilities assessed.

Jeanette Mitchell, Ed.D., continued.

## EDUCATIONAL BACKGROUND

Cardinal Stritch University  
Milwaukee, WI  
Doctor of Education in Leadership for the Advancement of Learning and Service:  
May 2001

University of Wisconsin  
Milwaukee,  
Milwaukee Wisconsin  
Master of Business Administration: May 1994

Alverno College,  
Milwaukee Wisconsin  
Bachelor of Arts, Business and Management; Minor, Professional Communication:  
December 1982

## PROFESSIONAL ACTIVITIES AND AFFILIATIONS

Board Member— America's Black Holocaust Museum  
Board Member -- UWM School of Education Dean's Advisory Board  
Board Member -- Milwaukee Urban League  
Board Member-vice chair - Leaders Forum  
Member -- TEMPO Professional Woman's Organization  
Former President and Director -- Milwaukee Public School Board  
Former Advisory Board Member -- Progressive Managers' Association of Wisconsin Bell

## HONORS AND AWARDS

- Wisconsin Council on Children & Families' 2002 Giraffe Award—"Honoring those who have struck their necks out for kids"
- YWCA "Today's African American Sheroes" Award, 2002
- Cardinal Stritch University, The Sister M. Camille Kliebhan, O.S.F., Outstanding Student Award, 2001
- Cardinal Stritch University, Multicultural Image Award, 2001
- Milwaukee Community Journal - "It Takes a Whole Village Award", 1999
- St. Francis Children's Center Community Service Award, 1998
- YWCA Laura Strain Woman in Philanthropy Award, 1998
- United Community Center - Friend of the Hispanic Community Award, 1997
- Alumni of the Decade, Future Milwaukee, 1997
- Parent of the year, Children's Outing Association, 1996
- Girl Scouts of Milwaukee, Outstanding Leader Award, 1996
- Selected for Youth Village Milwaukee Board of Managers, 1996
- Appointed to UWM School of Education, Dean's Advisory Board, 1995 -2000
- Appointed to the Governor's Advisory Taskforce on Education, 1995

Jeanette Mitchell, Ed.D., continued.

- Council for the Spanish Speaking – Award for Innovation in Multicultural Education and Advocate for Social Justice - 1994
- Appointed to regional High School of Excellence Committee, 1994
- Recognized for completion of Les Brown Unlimited, Inc. "Speaking For A Living training – 1994
- Selected to serve on Wisconsin Urban Education Task Force by State Superintendent
- Department of Public Instruction, 1993
- Appointed to Governor's Council for Youth Village - Milwaukee development, 1993
- Elected Milwaukee Public School Board President -- 1990, 1991, and 1992
- Appointed Honorary Chair: Girl Scout Cookie Sales - Milwaukee Area Girl Scout Council 1991
- Profiled in Ladies Home Journal "A Woman Today," 1991
- Licensed Teacher, Johnnie Colemon Institute: Chicago, Illinois -- 1990
- Chosen "Outstanding Alumnae of the Year, Alverno College, 1990
- Named "Most Interesting Person" -- Milwaukee Magazine, 1987
- Named "Black Achiever in Business and Industry" -- Wisconsin Bell, 1986
- Received "Outstanding Achievement Award" -- Progressive Managers' Association, 1986
- Graduate, Future Milwaukee Volunteer Community Leadership training program, 1984