

Jacqueline A. Cook
J. A. Cook Consulting, LLC

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EDUCATIONAL ACCOMPLISHMENTS

Master of Science in Legal Studies - Human Resource Management
Emphasis: Human Resource Compliance and Employment Discrimination May 2021
Trinity Law School
Trinity International University
Santa Ana, California
(9 credits remaining- courses available January 2021)

Master of Science in Administrative Leadership – Continuing & Adult Education August 2005
(emphasis: Human Resource and Workforce Development)
University of Wisconsin Milwaukee
Milwaukee, Wisconsin

Bachelor of Science, Management and Communications May 2001
Concordia University Wisconsin
Mequon, WI

ACADEMIC AND PROFESSIONAL EXPERIENCE

Concordia University-Wisconsin August 2016 - Present
Batterman School of Business
Adjunct Faculty

Concordia University September 2005-2016
School of Adult and Continuing Education
Adjunct Faculty

Cardinal Stritch University September 2005-2010
College of Business
Adjunct Faculty

J. A. Cook Consulting

April 2017 – Present

Owner/Principal Consultant

“The Oracle of HR, Legal, and Academic Services”

Full Services Provider: Human Resource Management and Human Resource Development:		
Strategic Management	Human Resource Compliance	Employment Discrimination
Talent Acquisition	Training & Development	Performance Management
Employee Relations	Labor Relations	Diversity & Inclusion
Change Management	Leadership Development	Workforce Development
Workforce Planning	Affirmative Action Planning	Human Resource Compliance

Professional Memberships:

American Bar Association (Professional Member)	2020 - Present
Milwaukee Metropolitan Chamber of Commerce	2019 - Present
African American Chamber of Commerce	2019 - Present
eWomen Network -Wisconsin	2019 – Present
Local First Milwaukee	2019 - Present
Delta Sigma Theta Sorority – Milwaukee Alumnae Chapter	2005 – Present
Society of Human Resource Management	2000 – Present

Milwaukee Area Technical College Business Division

August 2006 – December 2019

Instruction & Training – Wisconsin Technical College System (WTCS) certification:

Human Resource Management, Business Management, Management Development, Related Business, and Career Education.

- Implement strategies and tools that align with MATC career essentials and allow students to continually adapt and learn while respecting and embracing diversity.
- Equip students with the skills necessary to develop and create effective human resource functional area strategies that align with organizational strategies to achieve competitive advantage.
- Introduce students to the basics of an ERP system by integrating an SAP fictitious model enterprise and curriculum material in partnership with the University of Milwaukee (UWM) Lubar School of Business, SAP University Competence Center (UCC).
- Train students to apply decision making tools to evaluate the legal context of an organization for critical human resource processes and procedures to ensure compliance.
- Integrate functional areas through analysis of actual business case studies, application projects and related readings to support learning while emphasizing the demand for managers who can quickly adapt.
- Foster a rich and robust learning environment through group projects and service learning initiatives.
- Review student satisfaction survey results and adjust teaching strategies and assessments accordingly.

Curriculum & Course Development

- Developed Human Resource A.A.S. Degree Program and curriculum guidelines and standards for credit equivalency.

- Developed core courses for Human Resource A.A.S. degree program: Strategic Management, Business Ethics, Legal Issues and Employment Law, Recruiting and Selection, Training and Employee Development
- Developed standards for Credit for Prior Learning and Experience (CPL) for core HR courses. These standards were used as best practice guidelines throughout the business division.
- Modified existing curriculum and courses to support the needs of students, employers, and industry.
- Faculty Advising & Mentoring
 - Assist students in developing meaningful academic outcomes that are consistent with personal interests, values and abilities.
 - Meet with advisees to recommend course selection and to schedule classes.
 - Establish a mentoring relationship with students to optimize their educational experience which extends beyond the classroom.
- Course Scheduling & Planning
 - Evaluate course offerings regularly to determine optimal schedule for the department while considering the demands of students and college enrollment requirements.
 - Developed online, independent study, and hybrid course delivery formats to accommodate student needs.
- Recruitment & Retention
 - Participate in internal and external recruitment events and initiatives.
 - Promote the MATC Promise initiative which provides free education to eligible students.
 - Monitor student progress towards goals and contact students to review or revise as needed.
 - Provide ongoing academic support and recommend effective study tools and learning techniques.
 - Refer students to other institutional resources when academic, attendance, attitudinal, or other personal challenges warrant intervention by other professionals.

Program Coordinator Human Resource Program

August 2010 – November 2016

- Collaborate with Associate Dean and department faculty to develop department schedule of classes and offerings
- Take a lead role in advising prospective and current students; review advanced standing and prerequisite waiver requests
- Develop agenda and lead the department in Advisory Committee Meetings
- Lead Department Meetings once per month (min. 4 meetings per semester)
- Attend Divisional Meetings: MCA Council, iCLA, etc. (per divisional schedule)
- Gather and Submit Textbook Adoptions; facilitate departmental discussions regarding textbook ordering and supplies
- Facilitate department QRP/TSA processing (according to institutional and state guidelines and timeline)
- Represent the Human Resource Program by attending state-called meetings on behalf of the department
- Prepare and present program status report at ESSS (per board schedule)
- Lead department Student Outcome Assessment (SOA) process annually (due in spring)
- Lead department in updating Course Outcome Summaries (COS): Two-year cycle, reviewed by Advisory Committee
- Champion grant activities, retention, enrollment and recruitment initiatives related to the department and its programs
- Champion articulation and transfer discussions with key stakeholders

- Participate in College events such as: Open House, portfolio night, recruitment events, tours, job fairs, etc.
- Champion partnerships with key business and industry, develop current knowledge of employment and industry trends, and support the use of the MATC JobShop
- Coordinate the preparation and purchase of departmental capital budgets to include classroom construction, software, hardware, equipment, supplies, etc.

Overview of Academic Accomplishments Milwaukee Area Technical College

2006-2010	MATC Local 212 COPE Committee
2007-2010	Human Resource Core Committee
2008-2010	Local 212 Executive Committee
2008-2010	MATC Strategic Decision-Making Planning Committee
2008-2012	AFT WI State COPE Committee
2009-2010	Grievance Committee
2010-2014	Wisconsin Technical College Systems Human Resource Committee
3/2010-12/2010	Creation of Human Resource A.A.S. Degree Program 2010
	<ul style="list-style-type: none"> • The establishment of a degree program requires a five-phase process and must be approved by Wisconsin Technical College System as well as the MATC District Board. This process typically is complete within an 18-24-month timeframe; facilitated this process while reporting to five (5) different Associate Deans. • Course Development: Business Ethics, Legal Issues and Employment Law, Recruiting and Selection, Training and Development, Strategic Management. Minor Modifications: Diversity and Change Management, and Employee and Labor Relations • Developed job description: Determined educational, professional experience, and teaching credentials for MATC and WTCS.
9/2011	Featured in Who's Who in Black Milwaukee Inaugural Edition for creation of MATC's HR A.A.S. Program and contributions to the field of Human Resources in Milwaukee.
8/2011	Launched HR A.A.S. Program in August 2011 under the Management Management Development Department
2011-2012	Human Resource Certification Committee (Core)
2012-2013	Certification and Credentialing Committee (Core)
8/2012-12/2013	Established the MATC Human Resource Student Organization

- 5/2013 First cohort of Human Resource program students graduated
- 5/2013 – 8/2013 Wrote proposal/defended and awarded the MATC Foundation Innovation Grant for \$100,000 that resulted in the development of a state-of-the-art lab/multifunctional classroom January 2014.
- 6/2013 Converted Human Resource program to an independent academic department. The decision to convert the program to a stand-alone department was based on increased enrollment statistics from the three colleges within the WTCS that offered an HR A.A.S. Degree Program.
- 9/2013-09/2014 Lead the initiative for a program-to-program articulation agreement between MATC's HR A.A.S. Degree Program and UWM's School of Education's Training and Workforce Development B.S. Program. This agreement resulted in the transference of 65 out of 69 MATC credits to UWM's program.
This agreement was signed and effective 9/1/2014-7/1/18.
- 3/2014 Spearheaded a partnership with SAP Technology and UWM's Lubar School of Business which allows the inclusion of Human Resource Information System (HRIS) component to be incorporated core courses required for HR curriculum. This partnership also allows up to 10 MATC academic programs access to the technology. Programs that expressed interest included: Supply Chain, Finance, Accounting, Supervisory Management, and Business Management.
- 4/2014 Nominated for UWM's SOE Alumni Association Gold Award; received letters of recommendation from Dr. Vicki Martin, President and Dr. Mohammad Dakwar, Provost.
- 5/2014 Accepted in UWM Graduate School – Urban Studies PhD Program
- 6/2014 Named MATC Faculty Innovator- Human Resource A.A.S. Program. Was one of the first instructor/programs to be profiled. Video is uploaded on MATC's technological sites and Inside MATC YouTube.
<https://www.youtube.com/watch?v=Max1rC5Kp9Q>
- 6/2014-8/2014 Developed Strategic Management course. Business Management Program made changes to their program resulting in a prerequisite (course not included in HR program). Developed strategic Management course as a replacement of required course and compliance/transparency for the articulation agreement with UWM's requirements. MATC's HR A.A.S. Program is the only program within WTCS that requires completion of a strategic management course.
- 8/2014 Accompanied Dr. Joan Prince, UWM-Chancellor of Partnerships and Innovation to Lyon, France to the World Library and Information Congress: 80th IFLA General Conference and Assembly. I was sponsored as a student observer; attended all sessions and activities, served as a panelist and events along with Dr. Prince.

- 8/2014-5/2016 Established an HR Lab Assistant (via work-study program) to oversee lab to provide quality time for students to study, interact and engage with each other. This complies with the key goals of the innovation grant: student engagement and technology. Currently supervises three lab assistants to assist with educational expenses and enhance skills.
- 8/2014 – 12/2019 Partner with JobShop by assisting with system-wide recruitment initiatives Match students with business leaders to facilitate resume review of students and mocked interviews for career readiness. Provided HR student candidates to fill JobShop work-study positions. Assisted in facilitating The Work-Study Program incorporated into the scope of responsibility of the JobShop and two HR program students have been selected to help with the transition for approximately one year.
- 2007-2016 Member of MATC Hiring Committees:
- Marketing Instructor
 - Business Administration Instructor
 - Supply Chain and Logistic Instructor
 - Human Resource Instructor
 - HR Part-time Instructors
 - Director of ER and Diversity
 - Dir. Talent Acquisition and Diversity
 - Dean of Business
- MATC Core Committees and Hiring committees are comprised of members across MATC system and levels. Participants are recommended and approved by MATC administration and AFT Local 212. Committee members are comprised of representatives from various levels as well as subject matter expertise and utilize a collaborative decision-making process throughout the hiring process.*

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- American Association of Blacks in Higher Education 2017 – Present
- American Association of Educators in Higher Education 2005 - Present

PRIVATE INDUSTRY EXPERIENCE

SUMMARY OF QUALIFICATIONS/SKILLS

- | | |
|----------------------------------|---------------------|
| ▪ Leadership skills | Project Management |
| ▪ Strong Communication Skills | Team Player/Builder |
| ▪ Effective Interpersonal Skills | Results Oriented |

▪ **HUMAN RESOURCES**

- Strategic partner with core business units to manage and facilitate staffing and recruitment needs
- Provided analysis and evaluation of selection assessments utilized for candidate selection, performance management and career development to hiring authorities
- Certified Diversity Trainer and Peer-Mediator Facilitator
- Provided assessment feedback: Certified and trained in EEO/Affirmative Action policies and procedures; Career Assessment & Diagnostic Instrument Facilitator

PROGRAM MANAGEMENT

- Re-established, designed, and coordinated Corporate Orientation Program
- Revitalized, coordinated, and managed Corporate Relocation Program
- Coordinated/managed and enhanced Corporate Management Trainee program and Black Achievers program to include effective interventions and matrix measurements

COLLEGE RELATIONS

- Partnered with community organizations, public and private educational institutions, and internal corporate business units to develop and implement outreach recruitment initiatives
- Established and monitored internship and co-op programs to support business needs.
- Coordinated and managed college/career fairs in conjunction with professional organizations and educational institutions and serve as Business Consultant for INROADS

LEADERSHIP/SUPERVISION

- Provided career and development counseling, employee development, and performance planning and appraisal for direct reports
- Provided work direction and supervision for administrative personnel (management/union)
- Functioned as team leader for various teams related to corporate reorganization and departmental redesign initiatives

WORK HISTORY

J. A. Cook Consulting, LLC January 2005 – 2010; Reestablished April 2017 – Present
Owner/Principal Consultant

Milwaukee Area Technical College August 2006 – December 2019
Business Faculty
HR Program Coordinator

We Energies June 1978 – November 2004
HR Special Project Manager – We Energy Acquisition – Corporate Center
HR Senior Consultant – Community Relations, Education, and Programs
HR Consultant
HR Group Leader
HR Staff Assistant
Payroll Analyst

PROFESSIONAL ORGANIZATIONS

- Delta Sigma Theta Sorority Milwaukee Alumnae Chapter 2005
- Society of Human Resource Management 2000-Present
- American Society of Training & Development 2000-2010
- Human Resource Management Association 2003-2010
- Future Milwaukee, Class of 1997
- Milwaukee Forum, Member 1996-1999
- Black Women’s Network, Member 1997 – 2000
- University of Wisconsin – Milwaukee Chapter of Phi Eta Sigma National Honor Society 1995

COMMUNITY ORGANIZATIONS

- Wisconsin Foundation for Independent Colleges (WFIC) 2004-05 Business Ethics Review Panel
- Wisconsin Foundation for Independent Colleges (WFIC) Advisory Committee for College Readiness 21 Program
- Mt. Zion Assembly of the Apostolic Faith, Christian Education Department, Superintendent
- NAACP Milwaukee Branch, Lifetime Member, former ACT-SO Director; former Executive Committee Member
- Chapter 220 Coordinating Council Representative-NAACP, Whitefish Bay School District
- Whitefish Bay School District – Parent Liaison

FORMER WE ENERGIES COMMITTEE/TEAM ASSIGNMENTS

- WEC Foundation Education Proposal Review Committee
- Rehiring Task Force - Hiring Freeze (members: HR Director, Business Unit VPs)
- Political Action Committee Board Member – Better Government Committee
- 21st Century Project Partnership Action Team- Energy Power/Transportation, Co-Chair
- MATC Line Mechanic Program Advisory Board
- Bryant & Stratton Business Advisory Board
- YMCA Youth Programs –Black Achiever 2000
- YMCA Teen Technical Training Program

WE Energies ACCOMPLISHMENTS

4/2001 – 11/2004

- ◆ Responsible for the acquisition process for the consolidation of the Corporate Center business units (Wisconsin Electric and Wisconsin Gas) including but not limited to conducting feasibility studies, cost-benefit analysis germane to job evaluation, job reduction and job creation to ensure effective staffing levels and operational efficiency. Facilitated the staffing processes for all Corporate Center jobs including employee deployment, separation, and hiring
- ◆ Managed and facilitated the recruitment/selection process for various high-profile management and executive-level positions (emphasis in business disciplines). In some instances, working collaboratively with search firms, professional organizations, and other affinity groups to ensure diverse applicant pool.

4/2001 – 11/2004

Managed and coordinated the Management Trainee Program. Subsequently, presented business case to Sr. Leaders of the organization to sunset program. Focused on needs assessments, program mission, content improve/establish interventions (performance development, succession planning, etc.). Managed the program for over 3years before making recommendation to sunset. The recommendation was accepted, and the HR department was able to return \$400,000 to assist with an organizational deficit. In this instance, it was more feasible to develop synergies between other existing programs associated with academic and community-based organization partners.

4/2001 – 11/2004

- ◆ Worked collaboratively with educational institutions, community-based organizations, and internal business divisions/departments to develop strategies, curriculum design/development and techniques to attract/prepare students and the underemployed for occupations within the utility industry.

4/2001 – 11/2004

- ◆ Promoted external relationships and increase community visibility with respect to raising the awareness, providing insight relative to educational preparation for employability, and exposure to employment opportunities within We Energies (field, trade, technical and professional) positions of import to We Energies current and projected staffing needs. Inclusive of career fairs, corporate representation on committees, coordinating various levels of employee involvement within sanctioned facilities.

4/2001 – 11/2004

- ◆ Worked collaboratively with INROADS/Wisconsin, colleges and universities to attract, recruit, and interview candidates for co-op and internship position vacancies consistent with company employment practices and equal employment opportunity guidelines.

4/2001 – 11/2004

- ◆ Worked in conjunction with the Wisconsin Energy Corporation Foundation to develop contracted internship programs with local universities to ensure that students of color and women were targeted to receive scholarships and internships in specified disciplines. Commitment to partnership extended for four years to assist with the funding of scholarship recipients' education and provide progressively increased work experience.

4/2001 – 11/2004

- ◆ We Energies and WEC Foundation were major corporate sponsors to Bradley Technical High School. Actively partnered with internal business unit representatives to increase the level of involvement and direct support by coordinating projects, speaking engagements to provide exposure and visibility to both students and faculty. Identified key subject matter experts to work in the development of technical curriculum (specific focus in energy/electrical courses).

9/2002 – 11/2004

Through graduate studies project work partnered with WEC Foundation to allocate funding and worked collaboratively with the community-based organization to develop the YMCA Teen Technical Training Center. Program will be designed to raise awareness and expose students at the Northside YMCA to occupations in the utility industry (specifically skilled trade/technical positions).

PROFESSIONAL REFERENCES

Dr. Joan M. Prince
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David Wolfson & Associates, LLC
Expert in Development and Administration of Nonprofits
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