

Leadership & Organizational Development

Executive Support & Administration ♦ E-Learning Design & Virtual Classroom Technologies

Award-Winning leader respected for driving innovation, enhancing staff performance, and optimizing resources to achieve company goals and objectives. Gathered recognition for impressive track record of managing complex initiatives, creating value-added digital courses, and building high-performing, dedicated teams committed to company vision and improving their local communities. Serves as an effective gatekeeper for senior and executive leadership teams.

Employee Engagement

- ▶ Brings out the best in employees by fostering a culture of hard work, high expectations, flexibility, and humor.

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Executive Administration

- ▶ Reputation for making the lives of busy executive leaders easier by providing strategic expertise on how to increase operational efficiency and boost staff productivity.

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Digital Learning

- ▶ Champion for digital learning solutions, and leader in design and delivery of educational courses crafted for personal and professional development.

Organizational Leadership ♦ Leadership Development ♦ Strategic Planning & Execution ♦ Program Administration ♦ Project Management
Client Engagement ♦ Staff Development & Mentorship ♦ Performance Optimization ♦ Succession Planning Support
Cross-Functional Collaboration ♦ Diversity & Inclusion ♦ Community Outreach & Engagement ♦ Strategic Partnership & Alliances
Continuous Improvement Initiatives ♦ Executive Leadership Support ♦ Office Administration ♦ Budget Management ♦ Career Development
E-Learning Design ♦ Digital Learning & Virtual Classroom Technologies ♦ Workshop Facilitation ♦ Executive Level Presentations

Professional Highlights

Program Administrator/Employee Services Coordinator

Bright Horizons

2016-Present

As Program Administrator, oversees the daily management of tuition reimbursement payments, school invoices, grade documentation, and school transcript reviews. Delivers exceptional customer service for customer inquiries related to tuition program payments, policies, processes, and systems. Empowers team members mastery of key workplace skills, providing an array of innovative and diverse training courses and presentations in support of the organization's commitment to employee development and enrichment.

Selected Accomplishments:

- ▶ Devised and designed an educational digital training course, Conversations for Mastering Dialogue, with approved budget of \$3490 from Vice President of Employee Services.
- ▶ Recognized as a Phenomenal Peak Performer in February 2022 by Employee Services Leadership Team.
- ▶ Awarded July 2021 Employee Recognition Winner by Employee Services Leadership Team for going above and beyond in supporting teammates and demonstrating the HEART (Honesty, Excellence, Accountability, Respect, Teamwork) principles.
- ▶ Selected by Executive Leadership to participate in the Virtual Growing Leaders (VGL) – Home Team program, a six-month personal and development program that focused on enhancing knowledge and skills in the areas of time management, communication, and project management.
- ▶ As a member of the Home Team Better Together team, recommended and shared innovative insights on how to improve organizational culture, increase employee engagement and recognition, enhance employee leadership skills, and develop initiatives that support diversity and inclusion within the company.
- ▶ Recognized by General Manager and Vice President of EdAssist Solution for facilitating Hidden Figures DEI Presentation. "Jasmine, thank you for hosting today's EdAssist & Ent Product D&I session on Hidden Figures. I am so happy that I had the opportunity to join the session to hear you engage the team on such pertinent and, often times, difficult topics to discuss. You created a welcome, safe place for everyone to feel comfortable to participate."

Jasmine, your name came up a lot this week in Better Together talks, and so I just wanted to say thank you for all you do. You are always highly engaged, and we love the ideas that you contribute and the passion and energy that you bring to the group. You truly exemplify the HEART principles, and remind us all of why we are Better Together. - **Employee Engagement Director, Deirdre Da Silva**

"Jasmine Bailey has been an integral part of our team this entire year! She is an amazing partner with our team on Live Chat and is always the first to be kind and helpful on our TEAMS Channel, truly the Heart Principles at work each and every day. She is such a wonderful woman and a joy to have on the EdAssist team. We truly appreciate her never ending support!" - **Employee Services Manager, Katherine Louise Kennedy**

Team Leader
Bright Horizons
2017-2018

Developed, coached, and mentored a high-caliber staff of six program administrators. Created, promoted, and fostered a culture of learning that valued professional development, diversity, and growth opportunities for all team members. Facilitated staff performance evaluations and identified opportunities for corrective actions to ensure workforce optimization and peak levels of productivity and efficiency.

Project Manager
Oakland University
2009-2016

Oversaw the daily admission activities for the university's graduate programs, directing all aspects of program marketing and student recruitment and retention.

- ♦ Proactively identified prospective graduate students by assessing their personal and educational goals and educating them on admission process, program offerings, financial aid, and potential career opportunities.
- ♦ Established and sustained consistent follow up communication with prospective students through a variety of communication channels, including social media, emails, phone calls, in person and virtual meetings.
- ♦ Represented the university at recruitment and community events to market to prospective students and community partners.
- ♦ Collaborated with campus department leaders and community partners to implement outreach programs and recruitment initiatives to promote graduate program student growth, success, and retention.
- ♦ Delivered interactive presentations to diverse groups of students during new student orientations.

Selected Accomplishments:

- ▶ Earned a series of promotions within two years due to assertive leadership and growth of graduate programs.
- ▶ Chosen by the Senior Advisor to the President to be a New Leadership Academy Fellow for the University of Michigan.

Independent Consulting

- ▶ A Notch Higher, LLC | 2012 – Present
Founder and designer of a personal and professional development firm that provides business coaching to business owners, entrepreneurs, and professional individuals. Collaborates with clients to devise and implement SMART strategic visions, business plans, and goals. Established the Executive Enterprising Partner program that focus on long-term brand development and engagement.

Learning & Development Trainings

- ▶ eLearning Course | Creator and Designer | Overview to Crucial Conversations for Mastering Dialogue | 2022
- ▶ eLearning Course, Creator and Designer | Healthy Life Challenge | 2022
- ▶ Individual Contributor Program, Designer and Facilitator | Bright Horizons | Workforce Education Team | 2021
- ▶ Unconscious Bias Workshop | Co-Facilitator | Amerisure (virtual) | 2020
- ▶ Unconscious Bias Workshop | Co-Facilitator | The Taubman Group | 2017
- ▶ Team Building Workshop | Co-Facilitator | International Student & Scholars Office Oakland University | 2016
- ▶ International MAT Program Training, Beijing | China, Oakland University | 2015

Technical Skills

- ▶ **Microsoft Office Suite:** Word, Excel, PowerPoint, Outlook, Access, OneNote, Teams
- ▶ **Google:** Drive, Docs, Sheets, Forms, Slides
- ▶ **Social Media:** Facebook, Twitter, LinkedIn, Instagram, YouTube
- ▶ **Graphical:** Canva, Adobe
- ▶ **CRM:** Teamwork
- ▶ **Video & Messaging:** Zoom, Slack, Live Chat, Chat Lingualy
- ▶ **Digital:** Articulate Rise 360

Education & Certifications

- ▶ Learning & Development Graduate Certificate | University of Denver | 2022
- ▶ Master of Training & Development, Leadership & Organizational Development | Oakland University | 2014
- ▶ Bachelor of Science, Organization Administration | Central Michigan University | 2009

Personal & Professional Development

- ▶ Loving Well | Impact Outcome: Relationship Development | 2019
- ▶ Living Well | Impact Outcome: Emotional and Relationship Development | 2018
- ▶ Personal Mastery Academy | Impact Outcome: Personal & Professional Development | 2017
- ▶ Strategic Career Coaching | A Leverage 2 Lead | Impact Outcome: Leadership Development | 2017
- ▶ LLR Corporate Program | Impact Outcome: Personal & Professional Development | 2015 – 2016
- ▶ Foundations for Success | Impact Outcome: Personal & Professional Development | 2015
- ▶ Crucial Conversations | Impact Outcome: Relationships, People, Communication & Conflict | 2014
- ▶ Program Management Workshop | Impact Outcome: Organization & Projects | 2013
- ▶ Second City, Communication, Collaboration, and Teamwork | Impact Outcome: Team & People Development | 2012
- ▶ Career Development Facilitator Certificate | Impact Outcome: Marketing | 2011
- ▶ Effective Communication and Human Relations Dale Carnegie Course | Impact Outcome: Public Speaking & Effectively Communicating | 2010
- ▶ Developing Emotional Intelligence Workshop | Impact Outcome: Leadership Development | 2010

Community Engagement

- ▶ The Better Together Remote Team | 2022 – Present
- ▶ EdAssist Diversity & Inclusion Subcommittee Member | 2021– Present
- ▶ Book Club | Various Book Titles | 2018 – Present
- ▶ New Leadership Academy Fellows Program | School of Education National Forum | University of Michigan | 2017
- ▶ Founding Member | OU Women's Leadership Institute | Oakland University | 2016
- ▶ Co-President | Women Employee Resource Group | Oakland University | 2016

Endorsements

"Jasmine Bailey is one of the most motivating women that I've ever had the pleasure to meet. She has a way with words that never fails to provide insight and promote growth! Jasmine always seeks to be inclusive and promote a safe, open atmosphere on the team. She also is amazing at training and willing to help others understand client program guidelines whenever asked."-**Management Feedback**

"This morning, during our Charter Communications program status meeting, all three of the client contacts provided kudos for Jasmine and the service she provides! Compliments that Jasmine is 'always super helpful and knowledgeable' and 'always promptly replies and is happy to help us' was shared."-**Client Feedback**

"The Employee Services Leadership team would like to thank you for going above and beyond for your peers and demonstrating the HEART principles. We appreciate all of your hard work and all that you do!"- **Employee Services Recognition Team**