

JESSICA KRISTINE NAVEDO

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Leadership and communication professional seeking a team position delivering projects which impact clients in meaningful ways. My objective is to create a more equitable and fantastic future through collaboration and excellence in the use of my diverse skills and vision, namely through technology innovation, systems improvement, or participatory design methods.

SKILLS

- **Leadership** through collaboration and consensus
- Written **communication** expertise: company brand voice, internal communications, technical writing, policy development;
- **Advanced MS Office skills**
- **Diversity and equanimity** training
- **Presentation** supported by PowerPoint design
- **Systems design** and improvement
- **Research**: academic, UX and market
- **Facilitation** of interviews, focus groups, meetings, discussion
- Brainstorming, prototyping, and **innovation**
- Team **training**
- **Customer Service** excellence
- **Independently driven**

EXPERIENCE

MAY 2019 – CURRENT

LEAD COLLABORATIVE RESEARCHER, WWU COMPUTER SCIENCE DEPARTMENT

- **TASK**: Steer the development of technology implementation guidelines to empower strengths in individuals with autism.
- **SKILLS**: Design and execute remote focus group and interview sessions, building rapport with participants through participatory design methods. Recruited due to independent work in relevant domains. Quickly emerged as thought leader on project, now directing literature reviews and research team meetings for data analysis. Primary author on research papers. Navigation of academic research approval processes.
- **OUTCOMES**: First research paper accepted into publication within six months of project launch. Represented WWU by presenting research poster at [ASSETS 2019](#). Funding for future research awarded.

JUNE 2019 – MARCH 2020

INSTRUCTOR; ECONOMICS AND ECOLOGY: EMERGENT APPROACHES TO HOLISTIC RESOURCE MANGEMENT, FAIRHAVEN COLLEGE OF INTERDISCIPLINARY STUDIES AT WWU

- **TASK**: Develop in students a critical understanding of economic theory and policy, ability to think in systems, and tools to designing resource allocation and distribution appropriate to people and place.
- **SKILLS**: Independently research, design and deliver engaging course content and experience. PowerPoint presentation. Curation of guest speakers. Evaluation of student performance using narrative feedback.
- **OUTCOMES**: Students demonstrated understanding of course content as demonstrated in unique and exciting final projects in regenerative solutions and innovative design. Transdisciplinary mastery of economics and ecology proven through ability to teach at university 300-level.

SEPTEMBER 2014 – MARCH 2020

ACADEMIC DEVELOPMENT, SEASONAL, TEMPORARY AND PROFESSIONAL DEVELOPMENT POSITIONS HELD THROUGHOUT THIS PERIOD (SEE EDUCATION FOR MORE INFO)

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JULY 2009 – AUGUST 2014

CUSTOMER SUPPORT LEADERSHIP, FUSIONBEADS.COM

- **TASK:** Lead Fusion’s incredible Customer Support Department, cultivating close customer relationships. Build and maintain company brand image in all customer-facing communications.
- **SKILLS:** Oversee all customer-facing communications. Hire and train team members, growing department 250%. Employee review documentation and delivery. Interpersonal communications training design and facilitation across departments. Track, identify, and resolve issues in product supply, warehouse operations, or shipping. Ensure sustainable growth through close work with web development teams, Director of Operations, and Creative/Marketing Department.
- **TECHNICAL:** NetSuite backend expertise. Advanced Outlook email service management, several inboxes. UX testing. Authorship of technical manual outlining website operations. Marketing copywriting. Social media platform management and analytics reporting (i.e. Facebook, Twitter, etc.). Multichannel phone systems maintenance and management. Data management primarily using MS Office Suite.
- **OUTCOMES:** Fusion established a dedicated customer base due to an exceptional service and product reputation, transitioning from a small- to mid-sized company during the time of my employment.

EDUCATION

MARCH 2020

INTERDISCIPLINARY STUDIES: NARRATIVE PSYCHOLOGY AND WHOLE SYSTEMS THINKING (BA), FAIRHAVEN COLLEGE OF INTERDISCIPLINARY STUDIES AT WESTERN WASHINGTON UNIVERSITY

Transdisciplinary lens and critical theory, graduate-like experience.

Focus areas: Human health and behavior, ecological and economic systems, sustainable business, consumer behavior, and technology innovation and design. A course list can be found on my LinkedIn.

Accomplishments: Recruited by Computer Science Department to lead research; Designed and taught 300-level university course; Established body of written work based on sociocultural theory; Received variety of notable opportunities to enrich campus offerings and connect departments, furthering collaboration across campus.

MARCH 2017

PSYCHOLOGY (AA), SHORELINE COMMUNITY COLLEGE

Beginning of my interdisciplinary journey.

Focus: Human psychology and mental wellbeing, anthropology, humanities, logic studies, and expressive arts.

Accomplishments: Attending full time while raising children and working; Honored by placement on Dean’s List: Coursework in nearly every department; Served on Tenure Committee.

ACTIVITIES

ACADEMIC:

Student advising, Mentor – Mentored students at WWU and Antioch University in development of customized degree programs ranging across disciplines.

Tenure committee, Student Representative – Reviewed instructor performance and collaborated with faculty committee to determine tenure of Arts Department faculty candidate at Shoreline Community College.

Presenter – Sat on [COVID-19 Panel Talk](#) illustrating economic systems in a global crisis and responded to audience questions.

INNOVATIVE SOLUTIONS:

Imagine Convergence, Host – Supported presenters at four-day conference as they spoke to 1,000 participants, facilitating connection and discussion with them in private gathering spaces.

Revival Gathering, Co-Producer – Planned and executed three-day idea and solutions incubator engaging 1,000 diverse participants. Duties included: grant co-writing with the facilitation team, identifying and resolving infrastructure needs on site, and interfacing with a variety of participants and staff in a management capacity to ensure a smooth event.

Presenter – Delivered presentation titled “Economics is an Ecosystem” at a small climate action event, offering ecologically-based solutions to resource management and distribution which generate vitality in people and planet.