

**Jamaal Brown, MBA**  
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## **SUMMARY OF QUALIFICATIONS**

- 20 years of successful experience in coordination of programming activities, advising and administrative operations
- Exceptional communication and interpersonal skills
- Proven record for maintaining schedules; multi-task oriented
- Successful in implementing new programs
- Effective in budgeting and long-term planning
- Admirable at follow-up and detail; extremely dependable and resourceful
- Ability to identify issues, recognize best practices, formulate options and make recommendations

## **CORE STRENGTHS & ABILITIES**

- Public Speaking
- Training and Facilitation
- Knowledgeable in various areas of diversity
- High Impact Presenter
- Resourceful
- Creative leadership through engagement skills

## **EMPLOYMENT HISTORY**

Encore Claim Services

Jacksonville, FL

**Director of Community Relations**

October 2022- Present

- Develop strong working relationships with community-based organizations, corporate partners DCPS High Schools etc.
- Work with the Encore Team to design and administer best practices to educate Duval County and surrounding communities about Encore Claim Services.
- Participate in regular team meetings, working together to consistently enhance the highly quality of our product and services via engagement to Duval County and surrounding cities.
- Work with the Encore participant from a holistic approach from Onboarding to Graduation.

True Community Inc.

Virtual, USA

**Director of Human Resources**

June 2022- June 2023

- Develop and maintain a comprehensive succession plan process by building a strong and talented team for our organization.
- Create, implement and continuously assess effectiveness of improved new employee orientation and guide onboarding process.
- Provide guidance and direction to Directors and staff on personal issues and employee relations matters: review complaints, conduct investigations and recommend solutions.
- Ensure the organization is operating compliance with all applicable employment laws.
- Annually update employee handbooks and other resources to reflect changes in external regulations laws.

College of Coastal Georgia  
**Assistant Dean of Student Life**

Brunswick, GA  
May 2019-September 2020

- Provided leadership and vision to the Student Life unit of the Division of Student Affairs and Enrollment Management to develop an active, high quality, vibrant student life program that promotes collaboration, student engagement and student success.
- Provided supervision and leadership to the Director of Recreation and Wellness, and Coordinator of Student Engagement and corresponding offices/units.
- Managed the planning, budget, execution and assessment of the College's traditions including, but not limited to, Opening Convocation, Welcome Weeks, MarinerFest, Homecoming, non-athletic appearances of the Mariner mascot, etc.
- Supervised the student life student assistants.
- In collaboration with the Orientation/Anchor Days Planning Committee, responsible for the planning, execution, and assessment of the College's summer orientation program.
- Oversaw the College's student club/organization/Greek Life registration and maintenance process, ensuring compliance with College/University System of Georgia policies and procedures for group assembly; development of organizational charters, constitutions and by-laws; allocation and expenditure of student activity fees; reservation and use of space; affiliation with national affiliates and off campus organizations; support of faculty/staff advisors; and execution of club activities.

Rutgers University-Newark  
**Assistant Director of Student Life & Leadership**

Newark, NJ  
August 2013 – 2019

- Advocated and advised Student organizations including: Cultural, Religious, and Special Interests Organizations (Ex. EOF Pride, PEYT Womyn, Black Organization of Students, Student Organization of Caribbean Association, Organization of African Students, Indian Student Association, Rutgers Students for Justice in Palestine, Haitian Association of Students at Rutgers, RU Dreamers, Pakistani Student Association, Arab Culture Club, College Democrats, Newman Catholic Club, Muslim Student Association, Intervarsity, Latino United Networking America, RU-Pride, Sikh Student Association, and Filipino Student Association etc.).
- Provided orientation and training to student leaders and faculty advisors on the management and operations of a club, group, or organization, and the duties and responsibilities of student leaders in planning and maximizing their operational effectiveness.
- Responsible for the development, implementation and training curriculum of a leadership development series for student leaders including, but not limited to, effective officer transition, cultural competencies, conflict management, negotiation, and effective communication.
- Collaborated with numerous university departments and community partners to enhance community engagement initiatives on campus and around the city of Newark.
- Managed large scale events and programs such as Alternative Spring Break Community Service Initiative, Biannual Community Engagement Day, and Annual Adopt-A-Family project.
- Advised and supported students interested in forming new clubs, groups, and organizations, providing information on recognition procedures, including the application process, obtaining a faculty advisor, preparing a club constitution, and related documents.
- Verified and processed student organization program packets, which include any paperwork that require the use of student activities fees and university resources (vouchers, reservations, purchase orders, budgets, etc.).
- Coordinated and facilitated Office of Student Life and Leadership (OSLL) evening and weekend events when necessary.

St. John's University  
**Assistant Director of Multicultural Affairs & Leadership**

Staten Island, NY  
November 2007 - August 2013

- Developed student enhancement programs and activities with other university units (i.e., Academic Deans Offices, and Campus Ministry).
- Worked closely with all areas to develop cross-cultural sensitivity concerns to explore issues of diversity, personal identity, leadership development, multicultural education, and University mission.
- Advocated, advised, and coordinate the Student Government Incorporated and multicultural student organizations (Pan-African Caribbean Student Association, Latin American Student Organization, Stager's Theatre Society, Caution Dance Team, Saint Vincent DePaul Society, UpBeat Show Chorus, Circolo Garibaldi Italian Club, Irish Club, Magnificat Gospel Choir, Government and Politics Society, Shutterbug Photography Club, Vincentian and Global Scholars etc.), including participating in training of student leaders.
- Collaborated with departments/administrators to plan and implement programs to celebrate the cultural diversity of all members of the community (i.e., Latino Heritage Month, Italian Heritage Month, Native American Month, Homeless Awareness Month, International Education Week, Black History, Women's History Month, and Asian Pacific Islander Month etc.).
- Managed all Community Service Plunges (i.e. Romero Center- Camden, New Jersey, Hurricane Katrina Catholic Charities-New Orleans, Louisiana, Youth Service Opportunity Project- Washington, DC, and Give Kids the World- Kissimmee, Florida.
- Administered Community Service Fairs for students to be engaged and give back domestically and internationally.
- Administered the Omicron Delta Kappa National Leadership Honor Society.
- Assisted with the Ron Brown Summer Law program including publicity, and recruitment of students.
- Assisted the Director to assess environmental conditions, propose interventions, and facilitate student interaction and conflict resolution in a living and learning environment.
- Served as a contributing member of the President's Multicultural Advisory Committee.
- Coordinated the Student Leadership Development Program (LEAD), including the development of the leadership curriculum and workshop schedules, Academic Lecture Series Initiative, Annual Student Leadership Retreat and Annual Legacy of Leaders Award program.
  - Program Coordinator for the Global and Vincentian Scholars.
  - Supervised twenty student workers and four graduate assistants.
  - Worked collaboratively on large-scale initiatives with other campuses.

Hospital of the University of Pennsylvania  
**Human Resources Education Coordinator/Trainer**

Philadelphia, PA  
April 2001 - November 2007

- Developed, in partnership with the Chief Learning Officer, system-wide programming, including orientation for newly hired employees, career development training, health system events, and diversity initiatives.
- Worked and collaborated with employees to identify and discover future career paths.
- Assisted and consulted Employee Relations managers with diversity related matters.
- Coordinated and managed daily operations to ensure accurate reporting, timely processing of forms and related documents, and upkeep of the database for the four health systems/educational institutions.
- Served on the Human Resources Web Management team and Diversity Committee at the Hospital of the University of Pennsylvania.
- Provided coordination and support services for all Hospital of the University of Pennsylvania Educational Programs, Clinical Practices of University of Pennsylvania, Presbyterian Medical Center, Corporate and Pennsylvania Hospital.

## **EDUCATION**

**Bachelors of Science - Social Relations (2000) Cheyney University, Cheyney, PA**  
**MBA in Management (2008) Eastern University, St. David's, PA**  
**Leadership Newark Fellow Alumni - Class of 2018**

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## **COMMUNITY ENGAGEMENT & PROFESSIONAL ASSOCIATIONS**

**Director of Community Relations**  
Alpha Phi Alpha Fraternity Inc.-Upsilon Lambda Chapter

August 2023-  
Jacksonville, Florida

- Shall plan and sponsor a variety of public programs and review and submit proposals of charitable organizations worthy of our support, full and continuing support of other national partners of the General Organization and general encouragement of Chapter participation and leadership in community organizations.

**Leadership Newark Jr. Advisory Board Member**

January 2018 - January 2019  
Newark, NJ

- Leadership Newark Jr. Fellowship mission is to develop generation Z, who makes up 25% of the overall population to be led to facilitate community and civic leaders, who will pave the road to expanding service for the common good.

**Leadership Newark Fellow Alumni**

September 2016 - September 2018  
Newark, NJ

- Leadership Fellowship is a 2-year public policy leadership development program designed for emerging and established adult leaders, committed to building stronger communities through activism and civic engagement.

**49<sup>th</sup> Strong North Shore Anti-Violence Task Force**  
Office of NYC Council Member Debi Rose

October 2011 - September 2013  
49<sup>th</sup> District - Staten Island, NY

- Developed best practices and strategies to stop the violence in Staten Island.
- Attended monthly committee meetings and community forums with Councilwoman Debi Rose to hear concerns about violence in our communities.

**Education Advisory Committee**  
Office of NYC Council Member Debi Rose

December 2010 - September 2012  
49<sup>th</sup> District - Staten Island, NY

- Developed strategies to raise awareness of education issues to the residence of Staten Island.
- Attended monthly advisory committees and community forums for Council Member Debi Rose to hear concerns about education.
- Provided input on proposals that are provided to NYC Council members.

**4<sup>th</sup> Annual Staten Island Gospel Festival**

December 2010 - December 2012  
Staten Island, NY

- Recruited, trained, and managed a team of 50 volunteers for the 4<sup>th</sup> Annual Staten Island Gospel Festival.
- Developed trust, personal rapport, and strong working relations with volunteers and staff.
- Negotiated contract agreements, worked with backline logistics, and planned for events.

**Executive Board Member**

November 2001 - November 2007  
Philadelphia, PA

**National Pan-Hellenic Council Inc. of Philadelphia/ Philly Greek Picnic**

- Defined the powers and duties of appointed officers.
- Adopted an annual budget to guide expenditures and revenue.
- Worked closely with the Representatives and the Executive Board to ensure that the policies are delivered effectively, efficiently and economically.
- Developed a culture where informed decision making is complemented by innovation and creativity.
- Lead, inspired, and demonstrated commitment to achieve continuous improvement and celebrated success at every opportunity.
- Ensured achievement of the Councils and Objectives and the efficient, effective and economic use and deployment of resources.
- Worked closely with and developed effective working relationships with key external bodies and institutions.

**Pan-Hellenic Representative**

November 2001- November 2007  
Philadelphia, PA

**Alpha Phi Alpha Fraternity Inc. Omicron Delta Lambda Chapter**

- Ensured appropriate policies, procedures and strategies are developed and reviewed to support change and continuous improvement.
- Advocated for Alpha Phi Alpha Fraternity Incorporated.
- Ensured the Council's vision, policies are delivered by providing direction and purpose throughout the organization.
- Provided leadership, vision and direction.
- Developed and maintained partnerships internally and externally.

**LEADERSHIP PROJECTS****Chairman/ Innovator**

September 2005 - September 2007  
Philadelphia, PA

**Philly Greek, 3rd Annual "Stop the Violence" Urban Dance Competition**

- Recruited, trained, and managed a team of 75 volunteers for the Annual "Stop the Violence" Urban Dance Competition.
- Analyzed problems, formulated options, and presented solutions offering win-win outcomes.
  - Developed trust, personal rapport, and strong working relations with volunteers and staff.
- Acted as spokesman at public events, on TV and radio and print; build and maintain relationships with local media outlets.
- Ensured projects are completed on time and within budget guidelines.
- Supervised multiple projects while working closely with different organizations to execute deadlines, special projects, and to provide required support resources; ensuring equipment, supplies, sponsors, and making transportation arrangements for judges and participants.

**Chairman/Innovator**

November 2005 - November 2007  
Philadelphia, PA

**Annual Xpressions of Soul Café**

- Analyzed best practices regarding location for venues to maximize profit and provide central location for artists and guests.
- Negotiated contract agreements and all necessary functionalities.
- Organized a monthly meeting with the planning team to discuss goals, tasks, updates and deadlines.

- Delegated and worked closely with the design team with the tickets and program outline.
- Streamlined and implemented new ideas that are cost efficient and save over \$2,000.00 in printing cost.
- Worked diligently and built relationship opportunities with non-profit organizations where a portion of our proceeds would benefit our mission and goals.

**Co-Chairman**

September 2004 - September 2007

“Go To High School, Go To College” College Fair

Philadelphia, PA

Alpha Phi Alpha Fraternity Inc. Omicron Delta Lambda Chapter

- Increased participation in the “Go to High School, Go to College” Program by 50% through the development and implementation of a program outreach plan.
- Increased media coverage by 50% through the institution of a media relations program.

**Committee Member**

March 2002 - March 2007

Miss Philadelphia Scholarship Organization

Philadelphia, PA

- Worked with contestants with verbal and non-verbal techniques.
- Collaborated with local media in providing an outlet for Miss Philadelphia to promote the mission and vision of the organizations.
- Coordinated backline logistics and plan for events.

**Committee Member**

March 2002 - March 2007

Philadelphia, PA

Black Male Development Symposium Committee at Arcadia University

- Collaborated with the committee to apply best practices and to increase awareness of the mission and vision.
- Worked with a subcommittee in implementing strategic planning methods for sponsorship Galas.

**Co-Chairman**

April 2002 - April 2007

Cultural Arts Night

Philadelphia, PA

- Negotiated contract agreements and all necessary functionalities.
- Acted as spokesman at public events, on TV and radio and print; built and maintained relationships with local media.

**PROFESSIONAL AFFILIATIONS & AWARDS**

Youth Mental Health First Aid USA Certificate 2023  
 American Red Cross First Aid/CPR/AED Certified 2022  
 American Red Cross Basic Life Support Certified 2022  
 University of South Florida-Muma College of Business  
 Diversity in the Workplace Certificate 2021  
 Leadership Newark Fellow Alumni - Class of 2018  
 Leadership Newark Jr. Advisory Board Member  
 St. John’s University Vincentian Mission Certificate Alumni  
 Alpha Phi Alpha Fraternity, Incorporated  
 Delta Sigma Pi Professional Business Fraternity Inc.  
 Silver Lake Lodge#59 F&A.M. P.H.A.- Staten Island, New York  
 Omicron Delta Kappa National Leadership Honor Society  
 Rutgers University-Newark Advisor of Year 2015 & 2019  
 Rutgers University-Newark Campus Advisor for Conduct  
 Rutgers University- Newark Campus Advisor for Title IX  
 Rutgers University-Newark NJPAC Planning Committee  
 Rutgers University-Newark Division of Student Affairs Scarlet Award 2018