

JEAN-CLAUDE M. NDONGO, MBA

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SUMMARY

- Ph.D. Candidate in Public Administration at Florida Atlantic University.
- Research interests: Public Finance and Budgeting; Public Procurement; Disasters and Emergency Management.
- Data Analyst and Course Instructor.
- William Averette Anderson Fund (BAF) Fellow.
- Florida Education Fund (FEF) McKnight Doctoral Fellow.
- 10+ years of professional experience in finance, banking, and management.

EDUCATION

Florida Atlantic University - Boca Raton, Florida

Ph.D. in Public Administration - expected graduation May 2024.

Public Finance and Budgeting, Procurement, Management, Disaster and Emergency Management.

University of Miami - Coral Gables, Florida

Data Analytics Boot Camp – January 2023 to July 2023.

Otterbein University - Westerville, Ohio

Master's in business administration (MBA) - 2013.

Franklin University - Columbus, Ohio

Bachelor of Science in Financial Management and Accounting (minor)

SOFTWARE, TOOLS, AND CERTIFICATES

• **Software & Tools:**

- | | | |
|--------------|-------------------|--------------|
| ○ Python | ○ Stata | ○ Tableau |
| ○ Pandas | ○ SQL | ○ JavaScript |
| ○ Numpy | ○ Microsoft Suite | ○ R |
| ○ Matplotlib | ○ Google | ○ SPSS |

• **Certificates:**

- Flex/Online Teaching Orientation (Florida Atlantic University)
- Teaching Online Orientation (Florida Atlantic University)

TEACHING EXPERIENCE

FLORIDA ATLANTIC UNIVERSITY - Boca Raton, FL

- **School of Public Administration** *Instructor (Spring 2023)* *January 2023 – May 2023*
 - Instructor of record for online undergraduate course: Public Management and Administration (PAD 3003 – 002).
 - Designed class syllabus and set up online class lectures on Canvas.
 - Communicated multiple times per week with all students via email and Canvas.
 - Graded students' assignments and provided feedback on all class work on a weekly basis and as needed.

- **School of Public Administration** *Co-instructor (Spring 2021)* *August 2020 – December 2020*
 - Co-instructed online undergraduate course with my advisor: Changing Environment of Society, Business, and Government (PAD 2258 – 001)
 - Assisted professor with syllabus design, online class setup on Canvas and student communication.

- **College of Business** *Co-instructor (Fall 2019 – Spring 2020)* *August 2019 – May 2020*
 - Co-instructed undergraduate courses: Cross-Cultural Human Relations and Negotiations (MAN 3611 – 005) and International Business Operations (MAN 6614 – 001).
 - Assisted professor with syllabus design, online class setup on Canvas and student communication.
 - Graded tests and assignments, and proctored exams in-person.

PROFESSIONAL EXPERIENCE

FLORIDA ATLANTIC UNIVERSITY (FAU) - Boca Raton, FL

- **FAU Office of Financial Aid** *Graduate Assistant - Data Analyst & Supervisor* *January 2022 – Present*
 - Helped build a call center in the Office of Financial Aid in January 2022.
 - Hired, trained, and supervised a team of 23 student workers in the call center in 2022.
 - Developed a call tracking system using MS Excel and tracked the outcome of 21,055 phone calls.
 - Motivated and guided the team of callers to increase their call output by an average of 8% per semester in 2022.
 - Developed metrics to measure productivity and performance using MS Excel.
 - Analyze data from the call tracker using MS Excel data analytics tools (V-Lookups, pivot tables).
 - Produce quantitative and qualitative analyses of successful calls made by breaking down call outcomes and analyzing comments and notes from the calls.
 - Built various templates for monthly and end-of-term standard reports.
 - Report findings of data analyses to Associate Directors and Vice President of Financial Affairs
 - Lead daily team meetings.
 - Maintain relationships with executive leaders (Directors, Associate Directors, Assistant Directors) of other departments on campus.

• **FAU College of Business** *Research and Teaching Assistant* *August 2019 – May 2020*

- Edited syllabus for undergraduate international business course.
- Graded tests and assignments, and proctored exams.
- Assisted professors with research data collection from various sources.

HEARTLAND BANK - Whitehall, OH *Financial Consultant* *February 2019 – May 2019*

- Held the position of Financial Consultant with the financial planning division of the bank (Heartland Planning Associates).
- Met with financial planning clients to determine financial and insurance needs.
- Developed individualized financial plans based on different client needs.
- Recommended investment, insurance, or advisory strategies to financial planning clients.
- Maintained knowledge of market conditions, new products, services, and tax law changes within the financial industry.
- Maintained knowledge of various software packages to produce financial planning and investment advisory solutions for clients.
- Participated in the bank's monthly strategic planning meetings with senior leadership.
- Served as a representative of the bank at various events.

KEYBANK - Westerville, OH *Licensed Relationship Manager* *August 2016 – February 2019*

- Managed a \$4.2 million book of business to support the retention and growth of over 200 client relationships through sales of deposit, loan, and investment products.
- Provided investment advice to clients through the Key Investments Services division of the bank as a Relationship Manager with FINRA Series 6 and Series 63 Securities Licenses.
- Developed a comprehensive understanding of clients and delivered solutions to help them achieve their financial goals.
- Supported the acquisition of new clients and growth of current book of business.
- Facilitated daily branch team meetings.
- Ensured compliance with operational, security and audit procedures and policies.

PRINCIPAL FINANCIAL GROUP – Dublin, OH *Financial Representative* *July 2014 – April 2016*

- Created strategic financial plans for financial planning clients, resulting in the sale of over \$14 million in insurance policies.
- Assisted various clients with identifying their risk tolerance, choosing the appropriate investment vehicles, and opening Individual Retirement Accounts (IRA).
- Conducted workshops and presentations on several aspects of financial planning in front of various corporate and community audiences.
- Communicated daily with existing and prospective clients via telephone and email.

PUBLICATIONS

- Diversifying HayWired Communication. Natural Hazards Center. Research Project. March 2022. <https://hazards.colorado.edu/research-projects/diversifying-haywired-communications>
- Prospective Analysis of the African Continental Free Trade Agreement: Opportunities for and Challenges to Economic Integration through Public Procurement. *African Journal of Public Administration and Management (AJPAM)*. AJPAMSAPA Special Edited Issue Vol. XXVIII No. 2 July- December 2021.

AWARDS & FELLOWSHIPS

- Florida Education Fund - McKnight Doctoral Fellowship (2019 – Present)
- William Averette Anderson Fund Fellowship/Bill Anderson Fund Fellowship (BAF) (2020 – Present)
- Florida Atlantic University Graduate Diversity Fellowship (2021 – Present)

CONFERENCE PRESENTATIONS

Association for Budgeting and Financial Management (ABFM) 2022 Annual Conference September 22-24, 2022.

- Public Procurement and Gender.

American Society for Public Administration (ASPA) 2022 Annual Conference March 18 - 22, 2022.

- “Flipping the coin! Cryptocurrency as an innovative and postmodern approach to public administration in Africa.” Section of African Public Administration (SAPA) 2022 Symposium.

American Society for Public Administration (ASPA) Annual Conference (virtual - COVID-19), April 9 – 15, 2021.

- Picking Up the Pieces: Pandemics, Protests, and the Future of Public Service. “The Impact of the Paycheck Protection Program (PPP) on Public Procurement Programs for Minority-Owned Businesses in the United States.”
- “The African Continental Free Trade Area (AfCFTA) agreement and public procurement in Africa.” Section of African Public Administration (SAPA) 2021 Symposium.

Southeastern Conference for Public Administration (SeCOPA) (Virtual – COVID-19), September 23, 2021.

- “The Effect of Emergency Savings on Disaster Preparedness in the United States.”

Florida Education Fund - McKnight Doctoral Fellowship. Tampa, FL. 2020 Mid-Year Research and Writing Conference. February 22, 2020.

- “Do Government Incentives Foster or Create Transnational Entrepreneurship Opportunities for the Diaspora from Developing and Emerging Countries?”

SERVICE

Florida Atlantic University – School of Public Administration

- Assisted with the design, administration, and data analysis of a state-mandated review and survey of the alumni of the Ph.D. program in Public Administration in the Fall 2020.
- Served on two faculty search committees in the Spring semester of 2022.

American Society for Public Administration (ASPA) - Section of African Public Administration (SAPA)

- 2022 Chair of Fundraising Committee
- 2021 Co-Chair of Marketing and Membership Committee.
- 2021 Co-Chair of Fundraising Committee.

Academy of Management (AOM)

- 2021 AOM Conference - Co-Chair of Professional Development Workshop (PDW): #ShareTheMic: Pandemic Adjustments, Allyship, and Antiracist Research & Practice.
- 2021 - Volunteer reviewer - Public and Nonprofit (PNP) Division.
- 2020 - Volunteer reviewer - International Management Division.