

Shavonne M. Ekeledo, PhD, MBA

1408 S Tamarack Drive
Mount Prospect, IL 60056

Phone: (269) 823-3563 - Email: ShavonneEkeledo@gmail.com

EXECUTIVE SUMMARY

Visionary and results-oriented Business Executive and Educator with over 15 years of leadership experience in Operations, Finance, and Organizational Strategy. I specialize in transforming complex challenges into actionable opportunities that drive profitability, operational excellence, and sustainable growth. Recognized for fostering innovation, streamlining processes, and leading cross-functional teams to deliver measurable results, I bring a unique blend of strategic acumen, operational rigor, and academic insight.

As a transformative leader and professor, I am passionate about equipping individuals and organizations with the knowledge, skills, and strategies needed to excel in dynamic environments. I excel in scaling businesses, managing P&L, and implementing strategic initiatives that enhance organizational performance and market competitiveness. Known for cultivating strong stakeholder relationships, optimizing resource allocation, and driving cultural transformation, I lead with integrity, adaptability, and an unwavering commitment to excellence.

Key Strengths:

- Strategic Leadership & Visionary Planning
- Financial Stewardship & Profitability Growth
- Operations Optimization & Process Innovation
- Talent Development, Teambuilding, & DEI Advocacy
- Teaching, Coaching, & Leadership Development
- Business Development & Market Expansion
- Organizational Change Management & Risk Mitigation
- Digital Transformation & Technology Integration

My leadership philosophy centers on building resilient organizations and developing high-performing teams that thrive in dynamic environments. By aligning business strategies with organizational values and fostering a culture of learning and innovation, I deliver long-term impact and sustainable success.

PROFESSIONAL EXPERIENCE

Senior Director of Operations

October 2024 – Present

PowerSpeaking, Inc (Remote - Redwood City, CA)

PowerSpeaking, Inc. is an award-winning, Silicon Valley-based global firm specializing in transformational communication training for corporate executives, managers, teams, and individuals.

Promoted to Senior Director of Operations, I have broadened my leadership to oversee **end-to-end business operations** (across **Operations, Finance, Human Resources, and IT/Security**) while strategically aligning all operational functions with the company's growth initiatives. My role involves **driving collaboration across departments**, optimizing processes, and delivering measurable results across **Sales, Marketing, Learning & Development (L&D), and Technology**.

- **Strategic Growth Leadership:** Partnered with the executive team to align operations with sales and marketing strategies, resulting in a 20% increase in annual revenue and positioning the company for sustained market expansion.
- **Revenue Enablement:** Established streamlined workflows between sales and operations, integrating data-driven insights to enhance customer acquisition and improve lead conversion rates by 25%.
- **Operational Excellence:** Spearheaded initiatives to improve efficiency, achieving a 40% reduction in overhead costs while maintaining top-tier service delivery and client satisfaction.
- **Technology Innovation:** Directed the adoption of cutting-edge IT and security systems, enhancing scalability, and ensuring 100% uptime to support global operations and training delivery.
- **Talent & Culture Stewardship:** Championed leadership development and talent acquisition programs, creating a high-performance culture that improved retention by 90% and boosted team productivity by 30%.

Director of Business Operations

April 2021 – September 2024

As Director of Business Operations, I led **multi-functional teams** across **Operations, Finance, Human Resources, and IT/Security**, delivering transformative results through **strategic planning and execution**. I drove operational efficiency, fiscal responsibility, and a **customer-focused approach** while ensuring the alignment of organizational goals with the company's vision.

- **P&L Leadership:** Managed financial planning, budgeting, and profitability analysis, resulting in a 15% increase in profitability and delivering \$1.5 million in cost savings through operational streamlining.

- **Cybersecurity and IT Strategy:** Enhanced technological frameworks to fortify data security, modernize systems, and support seamless service delivery to a global clientele.
- **Customer-Centric Improvements:** Played a pivotal role in elevating client experiences, achieving a 90% improvement in customer satisfaction scores through tailored process enhancements.
- **HR Leadership:** Oversaw recruitment, onboarding, and talent development programs, fostering a culture of inclusion and accountability that resulted in a 90% retention rate for high-performing employees.
- **Operational Transformation:** Designed and implemented scalable business processes, improving cross-departmental collaboration and enhancing overall efficiency by 20%.
- **Strategic Initiatives:** Drove company-wide initiatives to align operational objectives with organizational growth strategies, consistently exceeding key performance indicators.

Founder, Owner, Chief Executive Officer & Principal Consultant

July 2022 – Present

Impactful Leadership & Management Solutions, LLC (Hybrid - Mount Prospect, IL)

Impactful Leadership & Management Solutions, LLC (ILMS) is a full-service organizational development and business consulting firm dedicated to empowering non-profits, small businesses, and startups to achieve their strategic goals. By offering tailored solutions, ILMS helps organizations enhance leadership, optimize operations, and cultivate strong organizational cultures, driving sustainable growth and measurable success.

As the Founder and CEO, I lead all aspects of the organization, from strategic vision to day-to-day operations. My work focuses on **helping clients** navigate challenges, **implement transformative solutions**, and **achieve long-term impact**

- **Leadership Training & Coaching:** Design and deliver targeted programs to develop leadership competencies, improve decision-making, and foster inclusive, high-performing workplace cultures.
- **Business Consulting Excellence:** Provide strategic planning, operational process optimization, and performance improvement consulting, enabling clients to streamline operations and improve ROI.
- **Career Development Services:** Equip professionals with tools for career advancement, offering personalized resume/CV creation, LinkedIn optimization, interview preparation, and job search strategies tailored to individual goals.
- **Organizational Growth Solutions:** Implement data-driven strategies to enhance workforce productivity, build collaborative company cultures, strengthen supplier relationships, and boost market presence.

Manager of Business Management

September 2016 – April 2021

American College of Surgeons (Chicago, IL)

The American College of Surgeons (ACS) is a scientific and educational association of surgeons that was founded in 1913 to improve the quality of care for the surgical patient by setting high standards for surgical education and practice.

Oversaw the business functions of trauma programs, ensuring **prudent stewardship of resources** and **proficient financial, operational, and budgetary management**. Facilitated the seamless **integration and alignment of processes** and resource tools across programs within the ACS. Offered strategic recommendations for **financial modeling** and the effective management of trauma programs.

- Strengthened **relationships** with donors and sponsors, resulting in a 95% increase in charitable contributions and in-kind donations.
- Developed and implemented **budgeting strategies** that reduced operating expenses by 85%, allowing more resources to be allocated to patient care and community outreach initiatives.
- Enhanced **Operational Efficiency** by streamlining administrative processes, reducing paperwork and manual tasks by 90%, improving the organization's ability to focus on patient care and program development.

Operations and Analytics Lead

October 2015 – August 2016

Accretive Health (Chicago, IL)

Accretive Health is a 3rd party Healthcare and Financial Services Company designed to align the present needs of healthcare provider organizations to prepare them for the healthcare landscape of the future.

Responsible for development and management of individual **recruiting, operations, financial, and productivity models** for five major service lines totaling **\$20+ million** in revenue and **200+ clients**. Assisted senior leadership and service line managers in strategy to overhaul measurement and incentive processes for all physician, nursing, and support teams.

- **Designed and implemented** new and more efficient operational tools for process and financial improvement, including

workload prioritization and turnaround time management for two new service lines; products saw over 100% growth in revenue and volumes over 12 months.

- **Managed internal and external reporting** processes for 100+ person divisions while working as a liaison between business owners and a team of developers in addition to custom and ad hoc reporting requests from sales, account management, and executive teams.
- **Identified opportunities** for process improvement and cost reduction through data analysis and market research, and collaborated with senior leadership to implement strategies for increased operational efficiency and profitability.

Client Management Analyst

April 2015 – October 2015

AdvantEdge Healthcare Solutions (Lombard, IL)

AdvantEdge Healthcare Solutions is a technology-enabled provider of healthcare revenue cycle management and business management solutions which substantially improve decision making, maximize financial performance, streamline operations and eliminate compliance risks.

Handled **the preparation of financial reports** and regular ad-hoc status reports for our Private Practice Physicians sector.

- **Analyzed** and Presented Monthly/Quarterly/Annual Financial Data
- **Monitored** critical revenue management KPI's and trends for all clients and proactively research issues
- Business Intelligence Systems
- Financial/Systems Consolidation
- Ran Queries/Reports using Business Intelligence Programming
- **Researching**, analyzing and **reporting** all financial discrepancies and issues to appropriate departments and/or clients

Remittance Analyst

June 2014 – April 2015

Combined Insurance Company of America (Chicago, IL)

Combined Insurance, a division of ACE Group Companies, is a global provider of supplemental insurance, including accident insurance, life insurance and critical care coverage.

Daily duties include ensuring that all AR systems are updated and **balanced** timely and that all corresponding **financial reporting** is completed on a daily basis for the New York and Chicago locations. Responsibilities also include **researching, analyzing, auditing and reporting** all financial discrepancies and issues to appropriate departments.

- **Improved efficiency** and timeliness of daily financial reporting by 20%
- Average proficiency at or above **100%** for Production Guidelines daily
- Project Management

Patient Financial Counselor Manager (Call Center Operations/Management)

March 2011 – November 2013

Accretive Health (Kalamazoo, MI)

Accretive Health is a 3rd party Healthcare and Financial Services Company designed to align the present needs of healthcare provider organizations to prepare them for the healthcare landscape of the future.

Managed, trained, and developed 10- 30 counselors in areas of **compliance, customer service, collections negotiations and productivity** as they pertained to customer accounts. Provided direct internal interaction in **researching and resolving patient account disputes**. Ensured HIPAA and FDCPA rules and regulations were instilled in counselors (on and off the phones).

- **Reduced** the Dormant Department compliance fails from 80% to 0% within the first 2 months of managing the department
- **Improved** productivity by performing continuous in-depth gap analysis of the counselors' productivity reports based on criteria such as call quality, collections, compliance and attendance (KPI's)

Asset Manager/Loss Prevention

June 2009 – February 2011

Kellogg Community Federal Credit Union (Battle Creek, MI)

KCCU is a full-service financial institution serving families for decades. It is owned and governed by the people who utilize its products and services.

Managed the Credit Unions Default Portfolio

- Credit Cards, Mortgages, Auto Loans, Checking/Savings Accounts, Garnishments/Levy's, Secure and Insecure Loans
- **Reduced Default Portfolio** by half by setting up programs to assist members in default in the first year.

Customer Service Representative II

July 2007-May 2009

IndyMac Bank (Kalamazoo, MI)

IndyMac Bank was a leading financial institution specializing in residential mortgage lending and servicing. Renowned for its focus on customer-centered solutions, IndyMac offered a range of mortgage products and services, helping homeowners manage their loans with ease and efficiency.

Served as a key point of contact for borrowers within the Mortgage Servicing Department, **providing support for loan inquiries, payment processing, and account management.** Ensured compliance with regulatory standards and company policies while delivering high-quality customer service.

- Managed borrower communications regarding loan servicing, payment schedules, escrow accounts, and payoff inquiries, maintaining a **98% resolution rate** on first contact.
- Processed mortgage payments and account adjustments with precision, contributing to operational efficiency and **reducing account discrepancies by 20%.**

Office Administrator

August 2004 – August 2008

St. Joseph Parish (Kalamazoo, MI)

St. Joseph Parish is a vibrant Catholic community dedicated to faith, service, and outreach. The parish serves as a spiritual home, offering religious services, educational programs, and community support to members and visitors

As the receptionist, I was the first point of contact for parishioners and visitors, ensuring a **welcoming and professional environment.** I managed **administrative tasks, maintained schedules, and supported the parish staff** in delivering exceptional service to the community.

- Served as the **primary liaison** for parish inquiries, providing timely and accurate information while fostering positive relationships with parishioners and the community.
- **Coordinated schedules** for church services, events, and meetings, ensuring smooth operations and efficient use of parish resources.
- **Maintained records and handled correspondence** with discretion, supporting the administrative and pastoral needs of the parish staff.

TEACHING/TRAINING EXPERIENCE**Vocational Skills Lecturer**

February 2025 – Present

Harper College (Hybrid; Palatine, IL)

Harper College offers associate degree and certification programs, advanced career programs, workforce training, professional development, continuing education classes, accelerated degree options for adults and developmental education programs.

As a Vocational Skills Lecturer at Harper College, I am committed to empowering students with the essential business and entrepreneurial skills needed to thrive in today's dynamic economy. In this role, I design and deliver engaging coursework that blends theoretical insights with real-world applications, fostering a collaborative learning environment that encourages innovation, critical thinking, and practical problem-solving. (LBS-8109 – Business Bootcamp)

Adjunct Faculty

February 2025 – Present

Colorado State University Global (Remote, Denver, Colorado)

Part of the Colorado State University System, CSU Global provides fully flexible, online learning designed to meet the needs of today's adult learners.

In my role as an Adjunct Faculty member at CSU Global, I teach Organizational Leadership courses at both the bachelor's and master's levels. I design and deliver engaging, high-quality instruction that integrates academic theory with real-world applications, equipping students with the critical leadership skills needed for organizational success. Additionally, I contribute to curriculum development and foster an interactive learning environment that encourages strategic thinking and professional growth.

Course:

- ORG420 – Leading Organizational Change
- ORG525 – Decision Theory in a Global Marketplace

- ORG536 – Contemporary Business Writing and Communications
 - ORG575 – Critical Evaluation of Research and Theory
 - ORG579 – Capstone – Organizational Leadership

Adjunct Faculty: Dissertation Chair for Organizational Leadership & I/O Psychology PHD

January 2025 – Present

Adler University (Hybrid, Chicago, IL)

Adler University is dedicated to advancing social justice and equipping students to lead purposeful lives through its innovative academic programs.

In my role as Dissertation Chair, I mentor and guide doctoral candidates through the dissertation process, ensuring academic rigor and successful program completion. I provide individualized support and mentorship throughout the stages of research, writing, and defense, facilitating candidates' growth as independent scholars. (OL-708 – Doctoral Dissertation)

- Oversee the dissertation process from proposal development to final defense, ensuring alignment with academic standards.
- Provide expert guidance in the development of research proposals, research questions, and methodologies.
- Chair dissertation committees, coordinating with committee members to maintain cohesion and offer comprehensive support.
- Conduct regular committee meetings to address progress, challenges, and feedback, fostering constructive dialogue and support.
- Ensure ethical compliance with institutional standards and support candidates through the IRB approval process.
- Guide candidates in academic writing, from structuring arguments to adherence to citation standards.

Business Leader Faculty

October 2022 – Present

Lake Forest Graduate School of Management: Center for Leadership (Hybrid, Lake Forest, IL)

At LFGSM, the principles of leadership are integrated throughout the entire curriculum. Each of our programs are dedicated to molding broad thinkers and strong leaders, in all areas of business.

I design and deliver high-quality engagements for client companies; which range from consultations to workshops, to complete leadership programs. I design effective instruction and provide expert advice, and deliver active learning workshops either in-person or virtually that exceed client expectations.

Key Topics:

- Leadership
- Innovation
- Project Management
- Conflict Management
- Managing Priorities
- Change Management
 - Resilience
- Financial Fluency
- Inclusive Leadership

Associate Professor

May 2019 – Present

National University (Remote - San Diego, CA)

National University (Formally Northcentral University) – Senior Core Professor

Northcentral University – Core Professor

Northcentral University – Adjunct Professor of Business and Organizational Leadership

National University (NU) is a private, nonprofit, University. NU offers doctoral, master's and bachelor's degrees in business, education, and psychology, as well as doctoral and master's degrees in technology, health sciences and marriage and family therapy. The collective goal at National University is to improve the human condition through the provision of high-quality degree programs.

In my role as a business professor, I instruct graduate students at both master's and doctoral levels. I actively participate as a committee member, serving as chair or subject matter expert for doctoral candidates dissertations. Furthermore, I play a key role in the continuous improvement of academic offerings by contributing to the revision and development of curriculum.

- Lecture and Instruct in the subjects of: Business Management, Administration, Strategy, Innovation, Finance, Organizational Leadership and Operations Management.
- Lead workshops and seminars on innovative teaching strategies and pedagogical techniques to enhance the learning experience of students in the Department of Business
- Conduct research and publish to both the academic and professional field of business

Courses:

- MBA-5110: Managing People and Teams
- MBA-5121: Managerial Decision-Making
- MBA-5130: Managing Business Finances
- MBA-5140: Operations Management
- BUS-7102: Applied Doctoral Studies in Business
- BUS-7110: The Business Environment
- BUS-7112: Business Strategy and Innovation
- BUS-7130: Business Leadership & Strategy
- MSOL-5000 - Leadership Development and Practice
- MSOL-5105 - Leadership and Organization Strategy
- MSOL-5103 - People, Processes, and Organizational Health
- MSOL-5104 - Leadership: Change, Crises, and Communication
- OLB-7002 - Building Organizational Capacity
- OLB-7004 - Theory and Practice of Organizational Leadership
- OLB-7006 - Communicating Change
- OLB-7008 - Executive Leadership
- OLB-7003 – Leadership for Excellence
- MGT-6030 - Business Operations Management
- MBA - 6010 - Strategic Planning
- ENT - 5100 - Foundations of Entrepreneurship
- ENT - 5105 - Ideation and Opportunity Identification
- ENT - 5125 - Business Plan Creation
- ENT - 5135 - Entrepreneurial Strategy and Decision Making

Curriculum Development:

FIN-7012 – Corporate Finance (MBA Course – Full Revision) 2019
 BUS – 7112 – Business Strategy and Innovation (DBA Course – Week 7 Assignment edits) 2019
 BBA – 3004 – Economics (Undergraduate Course – Revision) 2019
 ACC - 3005 Managerial Accounting (Undergraduate Course – Creation) 2020
 ECO-4110: Business and Global Economy (Undergraduate Course – Creation) 2020
 OLB-7002: Building Organizational Capacity (PhD Course – Revision) 2023
 FIN-7012 – Corporate Finance (MBA Course – Full Revision) 2024

Dissertation Assistance:

- **“An Entertainment Business Study: How Inspirational Reality Television Can Benefit a College and its Stakeholders”** (Dissertation Committee Member/Quantitative Study) 2019
- **“Studying Intentional Change Theory Through Qualitative Delphi Research: Aged-out African American Male Employment”** (Dissertation Chair/Qualitative Study) 2020
- **“Exploring the Glass Ceiling in Human Services: A Phenomenological Study of Minorities and Privileged Positions in Program Approved Provider Agencies and Community Centerboards”** (Dissertation Committee Member/Qualitative) 2020
- **“A Phenomenological Study: Relationship Between Motivation, Financial Reward, Engagement and Comradery”** (Dissertation Chair/ Qualitative Study) 2020
- **“A Phenomenological Study of Male Military Spouse Perceptions of and Interactions with Military Community Resources”** (Dissertation Committee Member/Qualitative) 2020
- **“A Sustained Culture of Safety in a High Reliability Organization: A Delphi Study of the United States Navy Submarine Force”** (Dissertation Committee/Mixed Method) 2021
- **“An Exploration of the Lived Experiences of Volunteer Administrative Workers Regarding the Quality of Leader-Exchange Working Relationship in a Nonprofit Church Organization: A Phenomenological Study”** (Dissertation Committee Member/ Qualitative) 2021
- **“The Effects of Practical Considerations of Greif in the Workplace”** (Dissertation Committee Member/Qualitative) 2021
- **“Trust and Transformational Leadership: A Correlation Study”** (Dissertation Committee Member/Quantitative) 2022
- **“Leadership Effectiveness and its Impact on Employee Engagement, Productivity, and Sustainability in a Small Business: A Quantitative Study”** (Dissertation Committee Member/Quantitative) 2022
- **“Relationship Between Transformational Leadership on Organizational Commitment When Accounting for Organizational Trust: A Qualitative Correlational Study”** (Dissertation Committee Member/ Quantitative) 2023

- **“The Impact of Leader Self-Discipline on Organizational Culture: A Phenomenological Study”** (Dissertation Committee Member/Qualitative) 2025
- **“Maximizing Contracting Resources through Organizational Structure: A Phenomenological Study”** (Dissertation Committee Member/Qualitative) 2025
- **“The Mediating Effect of Organizational Identity Between Leadership Style and the Influence on Employee Behavioral Performance”** (Dissertation Committee Member/Qualitative) 2025
- **“Effects of Work-life Balance Policies on Employees’ Mental Health and Job Performance: An Examination of Employer Policies”** (Committee Member/Qualitative) 2025
- **“Exploring a Defense Agency’s Organizational Barriers and Determinants to Cloud Migration: A Qualitative Single Case Study.”** (Committee Member/Qualitative) 2025

Committees

- Dissertation Quality of Learning Assessment (DQLA) Rater
- Women’s Business Association
- Communication and Research Design Team
- Scholarship Scorer

Webinars/Podcasts

- Women’s Business Association – *Diversity and Inclusion in the Virtual Workplace* 2020
- Center for Teaching and Learning – *Faculty & Student Research Collaborations* 2020
- “Casa de NCU”, Spanish Club - *What to Do with Less-Private vs. Public Sector Training Department Strategies in Dealing with COVID-19*. Fellow Researcher presented in Spanish 2021
- Center for the Advancements of Virtual Organizations - *Ep. 39 Special Edition: Women's History Month: Taking Up Space* 2021

Business Expert/Consultant

June 2021-Present

Study.com (Mountain View, CA - Remote)

Study.com is an online platform that makes education affordable, effective and engaging with short, fun video lessons created by qualified instructors.

I serve as a consultant and subject matter expert for the development of courses and creation of assessments that align with course learning outcomes. I also review courses and programs to ensure alignment with regulatory and accreditation standards.

- Review business content to insure accuracy and clarity in all aspects of business.
- Elucidate underlying theories and provide step-by-step applications for business tools and techniques
- Respond to advanced college level business inquires globally.

Lecturer/Instructor/Tutor

October 2021- Present

Varsity Tutors, A Nerdy Company (St. Louis, MO - Hybrid)

Varsity Tutors offers private and group tutoring, classes, test prep, and virtual learning for all students and professionals.

Designs and facilitates differentiated and personalized learning goals and activities that follow a coherent sequence are aligned to instructional goals and engage students in high-level cognitive activity. (For grades K-12: Undergrad, Graduate, Doctoral Students and Business Professionals).

- Contributes to student learning, growth, and advancement.
 - Demonstrates academic competence in subject areas and ability to build a curriculum.
 - Maintains a growth mindset toward student learning and teaching practice.
 - Facilitates problem-solving with a curious mind and critical thinking skills.
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| <ul style="list-style-type: none"> • Business • Business Writing • College Application Essays • College Business • Dissertation Writing • English | <ul style="list-style-type: none"> • Finance • High School Business • Human Resources • IB Business and Management • Management • Study Skills |
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- Study Skills and Organization

- Writing

Visiting Professor

2020 - Present

Benedictine University (Lisle, IL - Hybrid)

Benedictine University provides a values-based, liberal arts education that prepares students to become leaders and difference-makers.

Contributed subject matter expertise as committee member on a Quantitative Dissertation.

- Provided guidance to the student on the focus and direction of the dissertation.
- Offered detailed feedback to enhance the student's understanding of the study.
- Conducted a thorough review of the final dissertation and provided advice for approval
 - **"The Transcendent Workplace Experience: An Exploratory Study Enabling Organizations to Cultivate an Engaged, Thriving, and Flourishing Workforce"** (Dissertation Committee Member, Quantitative Study) 2021
 - **"Building Fortitude: A Mixed-Methods Exploratory Study on Employees' Perceptions of Organizational Downsizing and Change on Locus of Control, Resilience and Career Commitment"** (Dissertation Committee Member, Mix Method Study) 2025

Organizational Leadership Instructor

December 2017- April 2021

American College of Surgeons (Chicago, IL)

The American College of Surgeons (ACS) is a scientific and educational association of surgeons that was founded in 1913 to improve the quality of care for the surgical patient by setting high standards for surgical education and practice.

Developed and Delivered Curriculum: Designed and implemented comprehensive leadership courses tailored for junior managers, focusing on key leadership principles, strategies for team management, and organizational dynamics. Created content that addressed real-world challenges and promoted practical leadership skills.

- Facilitated Leadership Training: Conducted interactive workshops and seminars, using case studies, role-playing, and experiential learning techniques to engage participants and enhance their leadership abilities. Facilitated discussions and activities to encourage practical application of leadership concepts.
- Observed and Analyzed Leadership Development: Implemented observational methods to monitor and assess managerial progress and behavioral changes. Provided constructive feedback and actionable insights based on observations, helping participants refine their leadership skills and improve their effectiveness.
- Customized Training Solutions: Adapted course materials and teaching methods to meet the specific needs of participants and address emerging organizational challenges. Collaborated with organizational leaders to ensure training objectives aligned with strategic goals.
- Enhanced Managerial Competency: Successfully contributed to the development of junior managers, helping them advance their leadership skills, improve team performance, and foster a positive organizational culture. Developed follow-up assessments and evaluations to measure training impact and effectiveness.

- Leadership 101
- Decision Making/Decisive Leadership
 - Effective Communication
 - Change Management
 - Leading Projects
 - Resilience

EDUCATION

Doctor of Philosophy in Organization Development – Benedictine University, Lisle, IL

Graduated 2019

The PhD in OD program provides the critical-thinking skills and abilities to create high-performance organizations, drive change, mobilize a workforce and emphasize social responsibility.

Master of Business Administration - Benedictine University, Lisle, IL

Graduated 2014

The M.B.A. conveys practical knowledge and competence that is needed to better run organizations in a competitive environment.

Bachelor of Science in Management - Cornerstone University, Kalamazoo, MI

Graduated 2010

The Bachelor of Science in Management program focuses primarily on the application of concepts and theories to practice and includes the core management knowledge and skills of negotiation, conflict resolution, and human resources management.

OTHER TRAINING

Speaking Confidentially and Effectively – LinkedIn Learning	2024
Marketing for Social Media – LinkedIn Learning	2023
Marketing on LinkedIn – LinkedIn Learning	2023
Onboarding New Hires – LinkedIn Learning	2021
Excel Database Features and PivotTables (2019/365) – ONLC Training Centers, Chicago, IL	2020
Budget-Building for Grant Developers: The “Total-Value” Framework for Crafting an Unbeatable Project Budget – National Grants Management Association (NGMA)	2019

CERTIFICATIONS

Certified Management Consultant – Institute of Management Consultants (IMC)	Currently Working on
Cybersecurity Certificate (GCY5000X) – Google Certificates	Obtained 2024
Human Research – Collaborative Institutional Training Initiative (CITI Program) Certification Number # 51718942	Obtained 2023 Expires 2026
Social & Behavioral Research – Collaborative Institutional Training Initiative (CITI Program) Certification Number # 59917581	Obtained 2023 Expires 2026
Certificate in Diversity and Inclusion in HR Management – Human Resource Certification Institute (HRCI Learning Center)	2022

VOLUNTEER EXPERIENCE

President of the Board <u>CEO's of Color/ Black Youth Leadership 21 (Chicago IL)</u> Vice President of the Board	August 2022 – Present 2021-2022
<i>The mission of CEO's of Color is to make opportunities for equitable education and strategic young entrepreneurship accessible to the community, while also striving to provide guidance to promote leadership, and support the economic development of young people of color.</i>	

Collaborates with the board of directors and other senior executives of the organization, to plan, develop and enforces policies and objectives for the organization to ensure it maintains its values and meets established goals.

- Increased Fundraising Revenue: Led the board in developing and implementing fundraising strategies that resulted in a 30% increase in annual fundraising revenue, providing critical funding for the organization's mission.
- Strengthened Board Governance: Implemented governance best practices, including regular board assessments, resulting in improved board effectiveness and alignment with the nonprofit's strategic goals.
- Strategic Planning: Played a pivotal role in the creation and execution of a strategic plan that guided the organization's growth and impact, resulting in measurable improvements in program outcomes.
- Diversified Funding Sources: Oversaw efforts to diversify funding sources, reducing reliance on a single funding stream and ensuring financial stability during economic uncertainties.
- Built a Strong Board Team: Recruited and onboarded new board members with diverse skills and backgrounds, enhancing the board's expertise and effectiveness.

Business Consultant ProBono	2018-2022
Reviewer Academy of Management, Internationally	2016-2019

ORGANIZATIONS/ASSOCIATIONS

U.S. Chamber of Commerce (Small Business)	Member Since 2023
Society of Human Resource Management (SHRM)	Member Since 2021
The Association of Learning Providers (Instructional Systems Association (ISA)) – Planning Committee	Member since 2021

PRESENTATIONS AND CONFERENCES

- **I am She Expo** – (Northern Illinois University, Naperville, IL). **Panelist:** The Leap that Landed her here. 2024
- **Center for Advancement of Virtual Organizations Virtual Conference** - (Virtual). **Facilitator;** Maximizing Supervision and Professional Development to Influence Self-Efficacy of Middle Managers in Virtualized Work Environments 2022
- **American Society of Public Administration** - (Virtual, Florida). **Podcast Guest Speaker;** Training Employees in the Private Sector Best Practices. 2022
- **New Moms Advisory Board** – (Virtual, Chicago, IL). **Panel Symposium;** From Pandemic Languish to Impactful Living: A Panel Discussion on Becoming an Intentional Citizen 2021
- **Northeast Conference on Public Administration** – (Virtual, Boston, MA). **Panel Symposium;** Proposed Study: Covid-19 impacts on training programs-public vs private sectors 2020
- **AOM Division MCD / ISEOR** – (Lyon, France). **Paper Presentation;** Creating Change Agents Through Organizational Learning: Preliminary Findings 2019
- **Academy of Management** – (Chicago, IL) **PDW Organizer and Presenter;** The Challenges of Conducting Research in Africa: Data Integrity, Security, and Lack of Governmental Collaboration, **PDW Discussant;** Inclusion of International Members. 2018
- **Africa Academy of Management** – (Addis, Ababa, Ethiopia) **Paper Presentation;** Investigating the Organizational Culture of Black American Owned Businesses: Why Do They Keep Failing? 2018
- **Midwest Academy of Management** – (Chicago, IL) **Panel Symposium;** Halting the Skid: Why Businesses Fail and What to Do to Stop the Failures 2017
- **Midwest Academy of Management** – (Fargo, ND) **Presenter:** Making a Difference, Contemporary Issues in OD. 2016

PUBLICATIONS

- Ekeledo, S. (2020). The Must Have: **The Components of an Adaptive Leader. Adapting to Changing Environments to Remain Successful.** Center for the Advancement of Virtual Organizations. Northcentral University.
- Ekeledo, S. (2020). **Diversity and Inclusion in the Virtual Workplace.** *Center for the Advancement of Virtual Organizations.* Northcentral University.
- Ekeledo, S. (2019). **An Investigation of Organizational Learning Theory using Action Research: A Qualitative Leadership Study.** *ProQuest Publishing* [Link](#)
- Ri'Chard, S. (2001). **Managing your Moolah.** *Kalamazoo Gazette.* Pp 5

IN PROCESS

- **"Impactful Leadership: Course book to develop your leaders"** (Book Publication on a Leadership curriculum for Organizations)
- **"Value of Training in an Organization"** (Article for Professional Journal Publication)

MEDIA

- CanvasRebel Magazine. (2025). **Meet Dr. Shavonne Ekeledo.** [Link](#).
- Bold Journey Magazine. (2023). **Meet Dr. Shavonne Ekeledo.** [Link](#)
- Elite Business Woman Magazine (2023). **Powerful Business Women** Edition. (Cover and Feature),
- VoyageMichigan Magazine. (2022). **Exploring Life and Business with Shavonne Ekeledo of Impactful Leadership & Management Solutions.** [Link](#)
- Go Solo Magazine. (2022). **Become an Impactful Leader! – Dr. Shavonne Ekeledo** [Link](#)
- Musolf, A. (2018). **"New Leadership Foundations Program Helps Build the Confidence of Trauma Programs Staff Members."** *St. Clairion.* Pp 2

TECHNICAL SKILLS

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| • Proficient in Microsoft Office Suite (Advanced) | • Mainframe/RUMBA/Fidelity | • SharePoint |
| • Microsoft Visio | • Information Business Intelligence Application | • Aptify |
| • Epic | • Microsoft SQL Server Management Studio | • Statistical Package for the Social Sciences (SPSS) |
| • Oracle PeopleSoft (Financial and HR) | • SQL Server Reporting Services (SSRS) | • ATLAS.ti |
| • LexisNexis | | • Salesforce |
| | | • QuickBooks |

- PowerBI
- Tableau
- Desire to Learn (D2L)
- Canvas
- Blackboard
- DreamSeeDo (DSD)
- Docebo
- Paychex
- JustWorks
- Ulti-Pro
- WatchMan Monitor
- Click-Up
- Bill.com
- Globalization Partners (GP)

Authorized to work for any employer without any sponsorship

LinkedIn Link: <https://www.linkedin.com/in/shavonne-ekeddo-phd-mba-56a33865/>