

## JENIFER BUCKLEY

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### EDUCATION

PhD, Michigan State University (East Lansing, MI)—Community, Agriculture, Recreation & Resource Studies; dissertation on field implementation of food safety regulations

MS, Wageningen University (Wageningen, Netherlands)—Ecological Agriculture, *cum laude*

BS, University of Wisconsin—Madison (Madison, WI)—Plant Pathology

### PROFESSIONAL EXPERIENCE

#### **Chicago Department of Public Health**

**2021–present**

Director of Continuous Improvement & Performance Management (2023-present)

Chicago, IL

- Direct CDPH’s Continuous Improvement & Performance Management unit, supervising a team of project managers that analyze and improve administrative and operational processes.
- Establish performance management practices; create system for collecting, analyzing, and reporting on programs’ metrics; work with programs to develop theories of change and logic models.
- In 2023, oversaw 20 projects to streamline personnel, contracts, and finance processes; partnered with 22 staff in CDPH, City’s Office of Budget & Management (OBM), and City’s Department of Human Resources (DHR) to develop and launch 5 apps using MS Power Platforms.
- Serve on Civic Innovation Group with representatives of other City departments.
- Managed process improvement contractor; published RFP, managed proposal review panels for forthcoming contracts; managed hiring and recruitment vendor, renegotiated contract amendment.
- Detail to Department of Technology & Innovation to help establish the department, Feb-Apr 2024:
  - Developed workflows of department capabilities to identify and address discrepancies in current practice; created templates to facilitate continued work on this.
  - Improved hiring by initiating central online tools to clarify, facilitate, and automate processes.
  - Recommended strategies to increase staff engagement.

#### Project Manager (2021-2023)

- Coordinated teams representing CDPH, DHR, and OBM to identify and implement process improvements toward more efficient hiring.
- Managed project to streamline and automate a hiring approval form using MS Power Platforms; facilitated weekly meetings with DHR partners.
- Created and managed complex MS Excel spreadsheet to analyze hiring needs and progress. Routinely produced recommendations for bureau leadership to inform monthly priority setting.
- Served as liaison to hiring and recruitment vendor. Developed an MS SharePoint list to track and resolve service-level agreement issues; addressed issues constructively. Processed invoices.
- Supervised team of hiring support staff; trained them in use of MS Excel spreadsheets, SharePoint lists, and PowerPoint organizational charts.
- Established team performance expectations and monitored quality. Met weekly on MS Teams; developed template for weekly staff updates.

**Chicago Police Department** **2018–2021**  
Project Strategy Manager Chicago, IL

- Developed and managed projects to achieve CPD reforms under consent decree between Illinois Office of the Attorney General and City of Chicago; reported to leadership on progress, challenges.
- Planned and facilitated weekly meetings on MS Teams with internal and external stakeholders.
- Organized and presented complex information clearly and efficiently; routinely used advanced features in MS Excel, MS PowerPoint, and MS Word.
- Updated complex MS Excel model to analyze staffing requirements; presented recommendations to CPD leadership and court-appointed monitor team. Received CPD Honorable Mention for this work.

**American Association for the Advancement of Science – Fellowship Program** **2016–2018**  
Science & Technology Policy Fellow Washington, DC

- Host office: US Environmental Protection Agency (EPA)–National Homeland Security Research Center
- Identified and addressed bottlenecks in achieving emergency preparedness policy objectives: Designed and conducted interagency performance analysis of EPA radiochemical laboratory analysis program. Interviewed 20+ federal and state incident responders and partners, implemented recommendations to clarify and improve communications about lab analysis methods.

**Jenifer Buckley LLC** **2015–2016**  
Research & Education Consultant Middleton, WI

- Developed and managed projects on contract to public sector clients on issues of food safety policy and food business development; planned and managed budgets; prepared and executed contracts.
- Won USDA North Central Sustainable Agriculture Research & Education grant: distilled US Food Safety Modernization Act into concise flyer for small businesses subject to public health inspection.

**Organic Processing Institute** **2013–2015 (organization closed)**  
Business Development Facilitator Middleton, WI

- Assisted small food businesses to comply with USDA National Organic Program rules, federal and state food safety regulations, and business requirements. Produced workshops and fact sheets.
- Created and led business development training; supervised 3 staff, 20 presenters over 15 sessions.

**Michigan State University** **2008–2013**  
University Distinguished Fellow and Doctoral Student East Lansing, MI

- Designed and conducted social science research on food safety regulation of small food processors.
- Led cross-functional advisory team of state agency leadership and food businesses.
- Served on Michigan Department of Agriculture working groups to review administrative rules.
- Delivered invited lectures at state and national trainings for food safety professionals; published five peer-reviewed publications as lead or sole author.
- Wrote successful grants to National Science Foundation and USDA North Central Sustainable Agriculture Research & Education Program. Managed budgets, analysis, reporting.