

JENNIFER JONES –MORALES, PhD

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EDUCATION

- 2016 PhD. Business Administration (Specialization Human Resources Management) (U.W.I)
Dissertation: :The Impact of Gender on Authentic Leadership in Caribbean Business’
Supervisor: Prof. Alison Konrad, Ivey Business School at Western, UWO, Canada
- 1993 Master of Business Administration (Standing: First Quartile) – Ivey Business School at
Western University, University of Western Ontario (UWO)
- 1986 B.Sc. Industrial Management Studies, Upper Second Class Honours – (U.W.I.)
University of the West Indies, St. Augustine, Trinidad
- 1982 Full Certificate - General Certificate of Education (Ordinary and Advanced Levels)
Bishop Anstey High School, Port of Spain, Trinidad

EXPERIENCE

December 1999 - International Labour Organization, Decent Work Team and Office for the Caribbean
Present

National Officer, Finance, Personnel and Administration and Security

- Reviews, prepares and consolidates expenditure forecasts
- Monitors expenditure and ensure the execution of payments which interpretation and application of ILO administrative interpretation and financial and procedures
- Supervises the preparation of the payroll the office and project personnel
- Controls and directs all the operations relating to personnel actions
- Ensures the local procurement, maintenance and safekeeping of the equipment, furniture vehicles and supplies for the Office and its projects
- Supervises officials of the Finance, Administration and Personnel Unit.
- Is responsible for carrying out the Finance, Administration and Personnel functions. Manages the budget for the Decent Work Team and Office for the Caribbean.
- Is a member of the Local Salary Survey Committee, Trinidad and Tobago
- Sits on the Interview panel for the recruitment of local staff at the Office and at other UN agencies
- Is a member of the Security Management Team and the United Nations Emergency Group of Trinidad and Tobago
- Acts as Officer in Charge of the DWT/O-POS in the absence of the Directorate

August 1998 - The Royal Bank of Trinidad and Tobago Limited
November 1999

Account Executive - Corporate and International Group

- ❑ Was responsible for the administration and growth of a \$27MM portfolio
- ❑ Ensured that the delinquency ratio of the portfolio is kept within the bank's guideline

May 1996 - The Royal Bank of Trinidad and Tobago Limited
July 1998

Assistant Manager - Lending (Arima Branch)

- ❑ Analysed the competitive environment and formulates and executed marketing plans for the credit and investment products to ensure the enhancement of the branch's market share.
- ❑ Managed a sales team which was charged with the responsibility for business development. This function included training in sales management, motivation of the sales team, facilitating the understanding of the sales process.
- ❑ Deputized for the Manager - Lending Sources who is responsible for the wider ambit of marketing and sales functions.
- ❑ Formulated plans for the improvement of Customer Service.

July 1993 - Ministry of Finance (Investments)
April 1996

Business Analyst

- ❑ Monitored the performance of various State Enterprises in the Broadcasting, Agri-Business, Public Transport and Telecommunications sectors
- ❑ Evaluated the Strategic Plans of these State Enterprises
- ❑ Conducted industry analyses
- ❑ Evaluated proposals (e.g. Joint ventures, Mergers and acquisitions) for these Enterprises

1990-1991 Ministry of the Economy

Research Officer I

- ❑ Examined the viability of the garment industry focussing on the small garment manufacturer
- ❑ Was member of a team which was mandated to formulate an Action Plan on the Cultural and Socio - economic Development of Trinidad and Tobago
- ❑ Evaluated the economic viability of Carnival, our main tourist attraction
- ❑ Identified the "cultural products" and liaised with the companies which produced them with a view to evaluating the degree of readiness for export

1987-1990 Organisation and Management Division

Organisation and Management Officer I

- ❑ Handled the transition of computerised systems for Office of the Prime Minister, Cabinet Secretariat, Parliament (Hansard Section) and Organisation and Management Division
- ❑ Designed and implemented training programs on the Apple Macintosh Computer and on software packages such as Microsoft Word, Excel and MacProject
- ❑ Trained many levels of public servants (from clerk to Permanent Secretary level) on computer hardware and software

1986 Market Facts & Opinions Limited

Market Analyst

- ❑ Executed market research programs (including field surveys and questionnaires)
- ❑ Supervised and trained field interviewers

CONFERENCES, SEMINARS, TRAINING COURSES

- August 2020 Presented at the 80th Anniversary of the Academy of Management Virtual Conference.. “Playing the Gender Card: Unearthing the differences in Authentic Leadership Development between Male and Female Elite Leaders”
- August 2019 Presented at the 79th Anniversary of the Academy of Management Conference, Boston, USA. “The role of High Quality mentoring Relationships in the Formation of Authentic Leadership”
- August 2019 Co-organised two symposia at the 79th Anniversary of the Academy of Management Conference, Boston, USA. (1) With a Little Help from my Friends: Relational Aspects of Careers” – Nominated for Emerald Best International Symposium Award – 2019. (2) Sculptor or Sculpture? Agency and Control in Career Development and Employability
- August 2018 Presented at the 78th Anniversary of the Academy of Management Conference, Chicago, USA. “The Gold Production Process of Authentic Leadership Development
- August 2018 Co-organised a symposium with Prof. Alison Konrad at the 78th Anniversary of the Academy of Management Conference, Chicago, USA. The symposium was entitled” Increasing Senior Leadership Diversity: Process Insights from a Global Set of Qualitative Studies”
- August 2017 Presented at the 77th Anniversary of the Academy of Management Conference, Atlanta, USA. “Pathways to Elite Leadership: Lessons from Caribbean Men and Women.)
- Sept 2017 “Emerging Leaders Conference” – International Labour Organization, Geneva
- August 2016 Presented at the 76th Anniversary of the Academy of Management Conference, California, USA. “The role of mentorship in authentic Leadership)

August 2015 Presented at the 75th Anniversary of the Academy of Management Conference, Vancouver, Canada. “Pathways to elite authentic Leadership: A study of 78 elite interviews in the Caribbean. }

April 2016 Feature Speaker at the Conference “Unlocking your true professional potential” for Administrative Professionals Day for Metal Industries Limited

March 2016 Seminar Presentation for Institute of Gender and Development Studies, UWI : The Impact of Gender on Authentic Leadership in Caribbean Business’

May 2015 Attended Local Security Assistant Training Course, Cote d’Ivoire

May 2014 Presented at the “Brown Bag Session” at the Ivey Business School at Western University, Canada. Presented research findings: The Impact of Gender on Authentic Leadership in Caribbean Business’

October 2013 University of the West Indies, St. Augustine, Research Forum
Presented research findings: The Impact of Gender on Authentic Leadership in Caribbean Business’

June 2013 Caribbean Studies Association – 38th Annual Conference in Grenada
Presented Dissertation Proposal

May 2013 50th Anniversary Eastern Academy of Management, Baltimore, USA
Presented Dissertation Proposal: The Impact of gender on Authentic Leadership in Caribbean Business

May 2013 Center for the Advancement of Research Methods and Analysis (CARMA) Detroit, MI, (“Moderation and Mediation” and “Interviewing Skills”)

April 2013 Case Writing Workshop, Richard Ivey School of Business, UWO, Canada

Oct 2001 & Workshop for Finance, Personnel and Program officials, Peru or Argentina
July 2002 & May 2004, 2005, 2007,2008, 2009, 2010,2011,2012, 2013, 2014,2016, 2017,2018

Nov 2007 How to deal with difficult employees – Cornell University

Aug - Sep 2007 Change Management Training for New System – Geneva, Switzerland
Managing Your Effectiveness – Geneva, Switzerland

Sept 2003 Leadership and Change Executive Program, Richard Ivey Business School, University of Western Ontario, Canada

April 2000 PAHO – Salary Survey Methodology Course, United States
and April 2006 and Sept. 2016 (Chile)

July 1998 Academy of Insurance - Licenses for General and Life Insurance

August - Oct 1993 World Trade Centre/Japan International Co-operation Agency:
Investments Promotion Seminar, Japan

Feb 1994 U.W.I./Concordia University Symposium; Strategies for Competing in the Markets of the Americas, Trinidad

- May 1993 Symposium of Public Sector Reform, Belize
- Feb 1993 Harvard Business School; African American Leadership, Visionaries Breaking Through Traditional Barriers, United States
- Nov 1992 UNIVERSALIA Management Division; Management Services Training Course, Canada

PROFESSIONAL DEVELOPMENT ACTIVITIES

- August 2017 Winner of Academy of Management (Careers Division) Prize for the Best Paper - "Inclusive Pathways to Elite Leadership: Lessons from Caribbean Women and Men" Academy of Management
- August 2015 - Present Advisor on the UWI/IGDS Project on Work Life Balance and the Ageing Population
- Feb 1994 - 1997 Member, Research Project Team, "Carnival and its Export Capabilities" University of the West Indies
- May 1993 Attached to Caribelle Batik and Island Hopper in St, Kitts, Nevis and Antigua to understand the management and production operations of a successful fashion organisation in the Caribbean.
- Summer 1992 & Xmas 1992 Studied the Canadian and American Fashion and Apparel Industries. The objective was to identify the lessons for Caribbean garment manufacturers.

PAPERS

- (1) Is there a difference in the Quality of Service in retail outlets for High, Medium and Low priced apparel in Canada?
- (2) Visual Merchandising: The Theater of a Store's Merchandise - slide presentation accompanies the Report. Used in the School's Curriculum
- (3) Human Resource Information Systems
- (4) Total Quality Management in 3M
- (5) Pathways to Elite Authentic Leadership: The study of 78 elite interviews in the Caribbean (with Prof. Alison Konrad)

PUBLICATIONS

- (1) Attaining Elite Leadership: Career Development and Childhood Socioeconomic Status Jennifer Jones-Morales and Alison M. Konrad (2018).
- (2) The Importance of Understanding Cultural Differences in Achieving Global Competitiveness in "Competing in the Markets of the Americas" - October 1995

COMMITTEES

- 2014 – Present Member of the Planning Committee for the hosting of the Conference of the Economy (Economic Department, University of the West Indies). Also Chair, Sponsorship Committee for COTE.
- 2015 Member of the RDI – UWI Project – Work/Life Balance and Ageing population: Studying the Productivity and Wellbeing of Women and Men in Trinidad
- 1994 Member, Merger Committee for Trinidad and Tobago Television Company and National Broadcasting Service of Trinidad and Tobago Limited
- 1993 Member, Committee to Facilitate Inward Investment into Trinidad and Tobago
- 1994 Member, Competition Policy Committee

SKILLS

- (1) Computer Literate: word processing, spreadsheet, database, and presentation programmes, Microsoft Suite, LAN , Internet and email
- (2) Leadership skills - Club positions and demonstrated leadership skills.

Holding leadership sessions for students in the Birdsong Academy Vacation Camp (2014 and 2015, 2016).
- (3) Language skills
 - Spanish -GCE O' and A' Level, NIHERST (Spanish for Socialising)
-AULA Level 3
 - Japanese -"Introduction" and "Basic" Certificates
 - French -GCE O' Level

EDUCATIONAL ACHIEVEMENTS

- January 2013 Awarded Emerging Leaders in the Americas Program Scholarship (Canada) for PhD research at the Richard Ivey School of Business, University of Western Ontario
- April 1993 Awarded scholarship from Purchasing Management Association of Canada - Case Writing Workshop
- April 1993 Received award from the Finance Club for outstanding contribution to Western Business School
- 1992 - 1993 President, International Students' Association (55 members) - Western Business School
- 1992 - 1993 Chaired Mentors' Programme - Western Business School
- 1992 - 1993 Member, Council for International Students' Issues (C.I.S.I.) - A University Wide Body chaired by the President of the University

1991 - 1993 CANADA - CARICOM Fellowship Scholar to read for my MA

ACTIVITIES

2012 – 2014 Lectured in Introduction to Management, Organization Change and Development and People Resourcing (HRM) – UWI

1992 - 1993 Exchange Students' Convenor - Western Business School

1994 Youth Training Employment and Partnership Programme (YTEPP). Conducted three seminars on Fashion: "Designing Life"

1995 Lectured on Marketing: Associate Degree Programme - NIHERST

1996 Lectured on Sales Management: Associate Degree Programme - NIHERST

Lectured on Advertising in the Associate Degree Programme - NIHERST

1997 Secretary (Designate) - Western Alumni Association (Trinidad and Tobago Chapter)

1997-2002 Member - American Management Association

1997-2002 Member - American Marketing Association

2001 - 2007 Member, Soroptimists International, Port of Spain Club

2002-2004 Secretary, Soroptimists International, National Association of Trinidad and Tobago

HOBBIES

The Lydian Singers and Players (1995 – 2014, Secretary, Director 2012 - 2016), travelling and reading. . Birdsong Academy – facilitator, assistant.

BOARDS

Director, The Lydian Singers (January 2019 to Present)
Member, First Citizen's Bank Advancement Of Women Committee
Board Member of the Family Planning Association of Trinidad and Tobago

REFERENCES

Mr. Gerry Brooks
Attorney at Law
Email : gerrybrooks13@gmail.com

Alison Konrad, PhD
Professor of Organizational Behaviour
Corus Entertainment Chair in Women in Management
Ivey Business School at Western University
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