

# Natascha Faye Saunders

## CONTACT

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www.TheYouthCareerCoach.com

## COMPETENCIES

- Performance & Training / Counseling
- Recruiting / On-Boarding / Orientation
- Conflict Resolution / Mediation
- Employment Law / Policy
- Job Descriptions / Job Postings
- Industry / Market Research
- Curriculum / Course Development
- Classroom / Online Instruction
- Mentoring / Leadership Development / Teaching
- Faculty / Student Affairs
- Course Evaluations / Assessments
- Admissions / Advising
- Interpreting Vocational Assessments / Marketing / Branding / Interviewing
- Speaking / Training / Workshops

## EDUCATION

**Doctor of Education (Ed.D.)** in Organizational Leadership & Communication, Northeastern University; Boston, MA / **Current**, August 2020

**Master of Science in Leadership (MS)**, Northeastern University, Boston, MA / August 2009

**Master of Business Administration (MBA)** in Global Business Leadership, Johnson & Wales University, Providence, RI / May 2007

**Bachelor of Arts in Image Consulting (BA)**, University of Massachusetts, Amherst, MA / May 2001

**High School Diploma**, Natick High School, METCO Program, Dual Enrolled UMASS Boston, Natick, MA / May 1996

Diligently dedicated, certified career coach, mentor, and compassionate administrator with 10+ years' experience in higher education, human resources, faculty, public, and private sectors. Adept at leading facets of program administration for student services and providing counseling for students. Thrives in complex problem scenarios and analyzing persistence data. Seeking an opportunity to help guide the next generation of leaders.

## EXPERIENCE

**HARVARD UNIVERSITY**, Cambridge, MA **12/17/2018 - Present**

**John F. Kennedy School of Government**

**Associate Director / Career Coach, Office of Career Advancement (OCA)**

- Hired to use coaching, counseling, and programming skills to play a role in helping master's degree students and alumni - a diverse community ages 23 to 60 drawn from more than 80 countries leverage their experience in support of their career development.
- Creating and delivering a comprehensive series of customized career-related programs, workshops, and networking events; while monitoring the professional markets most relevant to students and graduates, developing relationships with potential employers, including alumni who seek to hire talent
- Collaborating with Degree Programs and Student Affairs Office of Communications and Marketing on online and print publications
- Working alongside teammates within OCA, across student affairs, and the school, including building productive partnerships with research centers
- Demonstrate an understanding of careers in areas of interest to students such as social policy, impact investing, urban economic development, international development, human rights, health, education, criminal justice, international security, etc.
- **Review Committee:** Harvard Cultural Lab Innovation Fund

**CAMBRIDGE COLLEGE**, Cambridge, MA

**10/14/2017 – Present**

**Senior MBA Faculty, School of Management**

*Course:* Managing a Diverse Workforce | Current business conditions are surveyed, and students are introduced to the link between the business agenda and human capital to develop the competencies necessary to manage a diverse workforce.

**NORTHEASTERN UNIVERSITY**, Boston, MA

**5/11/2011 - Present**

**Lecturer, D'Amore-McKim Business School and College of Professional Studies**

**Courses taught:** Assessing Your Leadership Capacity, Leading and Managing Change, Leading Teams Locally and Virtually, Evidence-Based Leadership and Decision Making, Leadership Capstone, and Organizational Behavior. Academic Curriculum Consultant. Oversaw the redesigned of courses, prerequisites, and lesson plan content across leadership discipline with 20+ faculty and administration.

**THE YOUTH CAREER COACH INC.**, Boston, MA

**8/1/2009 – Present**

**Founder**

Operating a service business, holding responsibility for career coaching, resume editing, workshop facilitating, partner engagement, hiring and training 1099 consultants, marketing, managing email marketing campaign, publication relations, project management, webinar content, issuing and interpreting Myers Briggs / Strength Finder and Brand Assessment, writing curriculum and implementing in schools and monitoring budget.

- **Client partners:** Brown University (Student Veteran Career Coach), Year Up, Association for Supervision and Curriculum, Georgetown University, Federal Reserve Bank, Boston Foundation, Goodwill, Blue Cross, YWCA, TJX, PwC, KPMG, EMD Sero, Merck KGaA, National Diversity Council, United Way, Massachusetts Housing Authority, George Mason, Chamber of Commerce, Boston College, AmeriCorps, Roxbury Community College, Piedmont Community College, Lake State Superior, George Washington, Howard, TRIO, Upward Bound, Year Up, and more.
- **Persistence Data Consultant** monitoring FERPA at KIPP Schools. 2018
- **Residential Life Summer Manager**, & Co-Instructor, LEVEL at Northeastern. 2017
- **Copyright:** M.I.C.R.O.© Personal Branding Tool & Formula. 2017

## CERTIFICATIONS

- 51a Mandated Reporter Minors Training Certificate, **Children's Advocacy Center**; Boston, MA / June 2017
- NIH Training **Protecting Human Research** Participants: Number: 1614992, Bethesda, MD / Nov. 2014
- Statement of Accomplishment in Scaling Ventures, **Stanford School of Business** NovoEd; Stanford, CA / October 2014
- Executive Education Certificate in Entrepreneurship, **MIT Sloan** School of Management, Cambridge, MA / February 2013
- Executive Education Certificate in Leadership, Organizing and Action: Leading Change, **Harvard Kennedy School of Government**, Cambridge, MA / May 2012
- **Mediation Certification**, Mediation Program (HMP), **Harvard Law School**, Cambridge, MA / September 2012
- E-Certified Online Distance Learning Certificate, **Northeastern University**, Boston, MA / May 2011
- Certified Career Coach, **Professional Association of Resume Writers/CC**, St. Petersburg, FL / May 2009
- Commonwealth Seminar (MassCS), **Legislative Training**, August 2008

## RECOGNITIONS

- Piedmont Community College, 3-Day Career Development Training, 2019
- FBI Citizens Academy, Graduate Certificate, Class of 2018
- BNU Entrepreneurship Institute, Speaker & Appreciation, 2017
- Howard University, TRiO, Graduation Keynote Address, Speaker, 2016
- Defense Intelligence Agency, Chapter of Federally Employed Women, Facilitator Appreciation, 2015
- Northeastern University, Nominated for Teaching Excellence, College of Professional Studies, 2015
- Spark & Hustle 'Daring Doer', Tory Johnson ABC Workplace News Correspondent, 2011
- Harvard HESA WECAN Empowerment Conference, 'Woman of the Year', 2010
- Community Service Award, Zeta Phi Beta Sorority Inc., 2010
- Outstanding Academic Award, Sigma Epsilon Rho Honor Society, Northeastern University, 2009
- Inspirational Woman Award, Johnson & Wales University, 2008

**YWCA**, Malden, MA

3/1/2018 – 12/14/2018

**Director of Teen Services** (Grant Funded)

- Oversaw operating grant budgets such as 21<sup>st</sup> Century Middle School Program \$119,000 and Elementary School Program at \$117,047 through the Department of Elementary and Secondary Education, in addition to CBDG \$10,000 and Worksmart (WIOA) Regional Employment Board for \$15,000; while applying for additional grant funds.
- Supported the hiring, supervising; while ensuring professional development opportunities for 19 staff members (2 Coordinators, 1 Guidance Counselor, 11 Education Specialists / Teachers, 2 Assistants, and seasonal 3 aids).
- Ensure payroll is met weekly for all staff supervised in addition to 7 teen peer-leaders and monitor vacations/holidays and attendance.
- Partnered with school departments, police, city officials, businesses, and organizations.
- Provided oversight to ensure successful implementation, assessment and performance measures, program goals, SAYO data analysis meet or exceed stakeholder expectations.
- Created opportunities for youth in leadership, workforce development, and STEM fields.
- Represented the YWCA on coalitions, community boards, and policy discussions.

**MBA EXCHANGE**, Boston, MA

1/16/2013 – 5/31/2018

**Senior MBA Admissions Consultant** (Founded by a Harvard Business Alum.)

Delivered strategic insights, tactical know-how, and actionable advice to help clients gain admission to their targeted IVY League schools. Coached clients to optimize their professional, personal, and academic profiles to ensure a more compelling candidacy.

**UNIVERSITY OF RHODE ISLAND**, Kingston, RI

7/19/2009 – 5/31/2018

**Part-Time Faculty, Gender & Women's Studies / Teaching Fellow 2013**

GWS 301: Women's Professional Development & Leadership

Topics: mentoring, negotiation, values/ethics, resonant leader, and authority/power.

**TRINITY WASHINGTON UNIVERSITY**, Washington, D.C. 10/10/2014 – 10/28/2016

**MBA Adjunct Faculty & Academic Advisor for Business and Graduate Studies**

*Courses:* BADM 603 Corporate Communications for Managers, INT 504 Professional Development for Graduate Students. *Additionally*, focused on helping MBA graduate students matriculate through their academic program.

**CLARENDON REAL ESTATE**, Cleveland, OH

11/1/2012 – 12/31/2016

**Human Resource Manager**

Recruited, staffed, and managed a team of four through employee onboarding. Researched international hiring agencies. Conducted reference checks and investigated background check companies and software for international hires. Wrote and posted job descriptions, vacancy announcements, and answered all HR-related questions while providing strategic HR management. Prepared offer packets for candidates. Created an exit policy. Wrote and investigated policies to include in a new employee handbook.

**GEORGE WASHINGTON UNIVERSITY**, Washington, D.C. 4/16/2013 – 4/2/2015

**Senior Recruitment & Employment Specialist (Graduate School of Political Management (GSPM):** served as part of the marketing recruitment team as the contact

for qualified prospective students, turning initial leads into contacts and then nurtured the contact's interest to complete an application and enroll. **Manager of Academic Administration and Student Affairs:** acted as a liaison between students, faculty, admissions, registrars, international services, etc. **Employer Developer Consultant Center for Career Services:** developed a target list of nonprofit employers and agencies to introduce the GW brand and built relationships. (*Hired to cover two senior-level maternity leaves.*)

**U.S. DEPARTMENT OF EDUCATION**, Washington, D.C. 2/5/2013 – 8/8/2013

**Graduate Intern, Office of Communications and Outreach, Secretary of Education, Arne Duncan | Secretary for External Affairs and Hispanic Outreach**

Created briefing papers and travel reports for the White House. Researched education topics and policies. Attended senate tours, hill events, and strategy meetings to extract content for articles. Attended budget meetings, career readiness panels, and wrote press releases. Managed communication listserv and contact list for 100+ political constituents.

## TRAINING & DEVELOPMENT

- Diversity & Inclusion Beyond the Basics, Led by Su Joun, Principal of Diversity@Workplace
- Writing a Federal Résumé, Webinar Training Class, U.S. Office of Personnel Management, Recruitment Policy and Outreach
- Principles of Classroom Discussions, (Hosler, Arend Cognitive), Dr. Douglas Harrison, Trinity Washington University
- Education Briefing, Asst. Sec. Dr. Brenda Dann-Messier, Career, Technical, and Adult Education, U.S. Department of Education
- Minimizing Unconscious Bias Diversity Dialogue, Dr. Robbin Chapman, MIT Sloan
- Helping International Students Achieve Academic Success, Global Faculty & Industry Experts, Northeastern University
- Cultural Awareness Training, facilitated by Culture Coach International
- Business Processes Creation, facilitated by Lisa Shaughnessy, Simplified Workflows
- Constitutional Leadership Seminar, Heritage Foundation & The Fund for American Studies (TFAS)

## VOLUNTEER

- American Leadership & Policy Foundation, **Senior Fellow & Director of Fellowships**, Kansas City, MO, **Current**
- Interview Writer & Manuscript Reviewer, Howard University, Journal of Negro Education,
- U.S. Black Chambers, Inc., School of Chamber and Business Management, Young Entrepreneur Education Summit, Obtained Security Clearance, The White House
- South Lawn Security, Jacqueline Kennedy Garden, Rose Garden, and House Kitchen Garden Tours, Obtained Security Clearance, The White House

MIT, Cambridge, MA

8/1/2012 – 2/1/2013

Consultant in various roles including **Ph.D. Career Advisor** focused in STEM fields, Global Education & Career Development (GECD), **Employer Relations & Career Programs Manager**, and **Project Manager** of the Employer Sponsorship Program

- Created timelines, benchmarked data into Excel spreadsheets, set recruiting deadlines, edited policies and procedures, wrote content for advertisement materials, researched and evaluated the President's Report and Student survey to provide more clarity for administrative planning. Researched the second-round interview policies at competitive schools, analyzed data, generated a report, and wrote an executive summary for the Executive Director providing additional viewpoints of analysis.
- Evaluated programs and provided solutions in response to the Committee on Academic Performance's (CAP) request for additional information surrounding student claims that interviewing conflicts with students' ability to sustain academic commitments.
- Presented workshops on interviewing and mentoring to the student community during the IAP (Independent Activities Period). Provided career counseling and resume edit assistance to undergraduate, graduate, Ph.Ds. and Post-Doc students.
- Communicated with recruiters such as the NSA, UBS, BCG, IBM, and Apple to disseminate details for on-campus events. Moderated a consulting panel for 81 students, which included recruiters from McKinsey, Opera, Putnam, and Accenture.
- Wrote career development articles and updated policy for their website, which was utilized both internally and externally.

MIT SLOAN, Cambridge, MA

8/1/2012 – 2/1/2013

**MBA Admissions Committee**

10/15/2011 – 10/23/2011

**Two Year Cycles**

10/26/2010 – 6/1/2011

- Evaluated applications for admission out of an applicant pool of 4700+. Synthesized variance data for transcripts (domestic and international), test scores, professional history, recommendations, extracurricular involvement, essays, and statements to select candidates. In a team of 20+ attended weekly calibration meetings and submitted recommendations to the director regarding admissibility.

BOSTON UNIVERSITY Boston, MA

8/18/2008 – 8/13/2010

**Assistant Director, Career Services | Lecturer for Organizational Behavior Department, School of Management "Charting Your Career Path"**

- Provided counseling sessions approx. 20-80/week; ensured student's needs were met by monitoring progression.
- Managed and trained four teacher assistants who provided curriculum development, graded assignments, and career coached students.
- Edited resumes and cover letters approx. 60/week of students and professional candidates to influence hiring selections of employer partners.
- Conducted weekly presentations, classroom visits on campus, off-campus, and during open-house, and events to recruit high-achieving students.
- Managed the undergraduate employment data of 18 team members and 500 graduating seniors used for U.S News and Princeton Review rankings.

JOHNSON & WALES UNIVERSITY, Providence, RI

8/28/2006 – 8/16/2008

**Co-op & Employment Specialist | Adjunct Career Management Educator**

- Co-lead employment efforts for over 1600 students within the College of Business. Administered and graded 4.5 and 9.0 credit thesis projects for over 300 seniors per academic year; editing over 150 resumes per term, and career counseling; while contributing to maintaining the 98% employment rate. Supported employer relationships with partners such as Target, CVS, Bally, Disney, Hill Holiday, Digitas, TJX, Lamar Advertising, and Meditech.
- Adjunct Instructor: Introduction to Career Management. Taught 11-week rotational career courses for 60+ undergraduate students within a variety of majors. Emphasis placed on self-assessment, establishing individual career goals, identifying career paths, and self-marketing documents. Students also developed academic schedules and work experience plans.
- **Conversational English Partner** focused on reading, listening, speaking exercises, and attending social events with **international students**.

## MEDIA

- New York Times, Boston Voyager, COX, She Knows, Inside Jobs, Career Builder, Gen Y Radio, Working Mother Magazine, Bay State Banner, Scholastic, Choices, METRO (MA, NY, PA, Canada), Global Coaches Academy Australia, City Line, WCVB/TV/ABC, CKNW News Talk 980 Vancouver, WHUR 96.3 The Daily Drum, Journal of Negro Education, Washington Informer, AFRO Newspaper, Ethnic Online, Providence American U.S. Department of Education Youth Voices News

## AFFILIATIONS

- National Career Development Association, Broken Arrow, OK
- AKA Sorority Inc., Chicago, IL
- NAACP, Boston, MA
- Delta Sigma Pi Fraternity, Oxford, OH
- Professional Association of Resume Writers/Career Coaches (PARW/CC), St. Petersburg, FL
- BNU Youth Entrepreneur Training Institute, Inc. Boston, MA
- Goodwill Ambassador, (Miss Black USA 2006 & 2007), The Republic of The Gambia, West Africa
- Board of Directors, Institutional Review Board (OIRB) Harvard School of Public Health, Dimock Community Health Center, Boston, MA
- USA Academic Decathlon, Speech & Interview Judge, Mankato, MN
- The Heritage Foundation, Graduate Intern Resident, Washington, D.C.

## TECHNOLOGY

**Educational:** WebCT, Sakai, Blackboard, Banner, Moodle, SAP, CareerBridge, NACE, MiTrac, Symplicity, Career Link, GovDelivery, Salesforce, GWork, DataMarts, Tegrity Lecture Capture  
**Human Resources:** Kronos, Bamboo HR, TAM, HireRight, Big Interview  
**Microsoft Office:** 365, Outlook, Word, PowerPoint, Excel, Paint, SharePoint; Adobe, XP/Vista, Teams  
**Social Media:** Twitter, LinkedIn, Skype, Google+ Suite, Pinterest, Instagram, Slideshare, SnapChat, Facebook  
**Presentation:** FreeConferenceCall, Any Meeting, GoToMeeting, GoogleDocs, Udemy, Animoto, Lectora, Udemy, Animoto, BlueJeans, Zoom

## ADDITIONAL EXPERIENCE

### **MACY'S formerly FILENE'S**, Providence, RI

#### **Assistant Human Resource Manager**

- Led over 300 associates in developing optimum selling and exceptional customer service skills. Achieved new hire compliance targets of 100%. Conducted employee reviews, and hired and trained over 200 associates under my tenure.
- Partnered with operations to ensure sales staff understood the organizational mission for shopper experience.

### **A.G. EDWARDS & SONS INC. now WELLS FARGO**, Boston, MA

**Financial & Operations Associate** - Reporting directly to VP of Investments & Branch Manager. Managed aspects of portfolios with assets between \$1 - \$100MM. Built rapport with vendors: American Funds, John Hancock, MFS, BlackRock, and Vanguard. Calculated commission and prepared asset presentations for brokers. Analyzed bond and cash flow reports. Recruited advisors. Opened over 300 accounts: IRAs, Trusts, 401k, 529s. Operations Certification, August 2004.

### **STATE STREET RESEARCH now BLACK ROCK**, Boston, MA

**Client Reporting Specialist** - Generated investment performance reports for portfolios valued between \$25,000 – \$25M. Ensured high quality, timely reporting of all daily, weekly, quarterly, and month-end trades. Reviewed internal audits to clarify transactions. Reported statistical data to fund management and publications.

## PUBLICATIONS, QUOTES, INTERVIEW, ARTICLES

- UMASS Amherst Alumni Magazine, Northeastern Alumni Magazine. 2019
- New York Times, Late to Launch: The Post Collegiate Struggle. 2018
- Scholastic Choices, Subscribers Article, Should You Get A Summer Job. 2018
- Washington Information Newspaper Article, Prepping for the Future. 2018
- JWU Alumni Magazine, Career Update, What Are You Worth Fall 2015, 2016
- National Black MBA Association, 7 People You Need on Your Personal Advisory Board. Fall 2015
- 18 Internship Stories. Education Money Can't Buy. Eric Woodard. Amazon 2012. Contributor. Natascha Saunders
- Parent Guide to Starting the Career Conversation, InsideJobs.com Youth Career Coach Inc. 2012. Natascha Saunders
- Thompson, B. (2010). Black Youth and Unemployment. In Obama & Black Loyalty Vol. 1 (pp. 55-69), Iowa City, Iowa: Global Mark Makers

## PRESENTATIONS

- Saunders, N.F. (2020). **Krumboltz, Career Decision**. Tufts University, February
- Saunders, N.F. (2019). Gen Z / Millennials in the Gig Economy. Professional Association of Resume Writers & Career Coaches, Clearwater, FL., April.
- Saunders, N.F. (2018). **Vision Statements & Goal Setting**. National Prevent Child Abuse Annual Teen Conference, Monroe Township, New Jersey. May.
- Saunders, N.F. & Vacchi, D. (2017). **Effectively Supporting Civilian Career Transition for Military-Connected Students**: Defining the ways in which student affairs professionals can maximize their available resources. Presented at the Symposium on Military-Connected Students, NASPA Student Affairs Administrators in Higher Education, Washington, D.C., February.
- Saunders, N.F. (2017). **The Power of Resilience: Sharing My Experience and Expertise During this Time of Racial Trauma**. African American Women in Higher Education Conference, Boston, MA, August.
- Saunders, N.F. (2014). **Cultural Perceptions: Family Constellation and Societal Implications**. Presented at Regent University School of Psychology & Counseling, Association of Black Psychologists Student Circle, Virginia Beach, VA, February.
- Saunders, N.F. (2011). **Career Coaching in Early Child Development**. Guest Lecture to Childhood Development Graduate Program, Boston College Lynch School of Education, Chestnut Hill, MA, June.