
Jessica Claire Menck, Ph.D.

Milwaukee, Wisconsin • claire.menck@gmail.com • [linkedin.com/in/clairemencck](https://www.linkedin.com/in/clairemencck)

With over 20 years of experience in business management, higher education, scholarly research and food service leadership. Skilled in virtual team management, strategic planning, and stakeholder engagement. A proven leader in multiple fields and industries.

WORK EXPERIENCE

National University • 11/2022 – Present

Assistant Professor School of Business and Economics

- Teaching in Masters and Doctoral programs in the School of Business and Economics. Instruction in the following programs: Master of Business Administration, Master in Human Resource Management, Doctor of Philosophy in Organizational Leadership, Doctor of Philosophy in Business Administration, and Doctor of Business Administration.
- Course author for BTM7101 – Doctoral Studies in Business and BUS7102 – Applied Doctoral Studies in Business; foundation courses for Ph.D. and D.B.A. programs.
- Courses taught include: Doctoral Student Experience, Virtual Leadership & Team Management, Building Virtual Teams & Trust, Legal & Other Implications in Virtual Organizations, Changing Times – Business in the 21st Century, Managing People & Teams, Managerial Decision Making, Operations Management, Strategic Planning, Theory & Practice of Organizational Leadership, Communicating Change, Leader Versus Coach/Consultant, Executive Leadership, Business Leadership & Strategy, Leadership In Organizations, Project Monitoring & Control, Management, Leadership & Team Building in Project & Program Environment, Multiple Project Management, and Doctoral Studies in Business.
- Chair and Subject Matter Expert on multiple doctoral committees.

Cream City Collaborative • Greater Milwaukee Area • 01/2000 – Present

Owner

- Built and led a team of over 100 consultants in service to 85+ corporate clients. Increased top store annual sales by 15% and annual profit by 10% YOY through community partnerships, co-branding, social media campaigns, operating costs, reengineering product offerings, and reviewing sales spreads.
- Reduced labor costs from 40% to 20% by tracking costs through SMPH, setting bench, and stretch bench to improve scheduling.
- Properly train and cross-train 300+ employees to help reduce repetitive job functions resulting in an average labor drop of 7% to 12%.

EDUCATION

Ph.D. in Leadership & Change

Antioch University
01/2005 – 12/2011

Dissertation Title: Recipes of Resolve” Food and Meaning in Post-Diluvian New Orleans

Publication Hyperlink:
<https://aura.antioch.edu/etds/5/>

MBA in E-Commerce

University of Phoenix
01/1999 – 12/2004

AOS in Culinary Arts

New England Culinary Institute
01/1995 – 12/1998

Graduate of Distinction

BA in Sociology & German

University of Wisconsin-Madison
01/1988 – 12/1993

SKILLS

General Skills: Conflict Resolution, Critical Thinking, Cross-functional Team Leadership, Emerging Technologies, Interpersonal Communication, Leadership, Public Speaking, Relationship Management, Research, Strategic Leadership, Teaching, Team Building, Writing

- Lowered COGS by 10% to budget by implementing variance reporting on weekly inventory and spot variance checks and improved inventory management.
- Decreased turnover in top units from 70% to 50% by developing a more positive culture that included employee incentive programs, integrated wellness programming, and ADR procedures for employee issues.
- Developing an employee-centric culture by adding extensive training, mentoring programs, and increased conflict resolution options for managers. Instituted daily pre- and post-shift meetings to review training and present new education, allowing for immediate feedback and individual retraining for employees. Resulting in improved customer satisfaction score of 15%.
- Developed new product offerings in restaurant and grocery segments valued at \$5M annual sales.

Amazon • United States • 05/2020 – 12/2022

Senior Program Manager, New Product Introductions (RME)

- Led the program management of multiple complex capital technology projects, automating last-mile delivery stations with a portfolio value of \$500M, ensuring on-time delivery and within-budget outcomes.
- Managed the full lifecycle of complex cross-functional programs, collaborating with multiple teams and global units, leading to a 45% increase in stakeholder satisfaction and successful project execution in 1 year.
- Developed overall program strategy, set objectives, and drove improvements resulting in a consistent quarterly increase in program engagement in one year. Identified limitations and scaled factors, ensuring a high standard of work across multiple projects.
- Established and implement key performance indicators (KPIs) that improved program impact and stakeholder satisfaction.
- Communication with various stakeholder groups, including network-level meetings and coordination, portfolio-level PMO tracking, dashboards, and reporting.
- Implemented two major automation projects and the rollout of electronic vehicles (EV) in Amazon Logistics (AMZL) within one year, resulting in a 35% increase in productivity.

Station Operations Manager, Logistics (AMZL)

- Led and supervised a team of Area Managers (6 front-line supervisors) and 200+ associates in outbound and inbound package delivery operations (logistics).
- Ownership of overall safety, quality, performance, and customer experience for inbound and outbound logistics shifts (50,000 units volume).
- Build and execute productivity plans through forecast reviews, determining productivity requirements, capacity potential, and load balance.

Business: Business Development, Change Management, Entrepreneurship, Inventory Management, Leadership Development, Logistics (Last Mile), Management, New Business Development, New Product Introduction, Operations Management, Process Improvement, Profit & Loss Management, Program Management, Project Management, Research & Development, Staff Development, Stakeholder Engagement, Strategic Planning, Supply Chain Management, Training

Higher Education: Classroom Based Learning Delivery, Course Development, Culinary Education, Curriculum Development, Doctoral Level Instruction (Committee Chair), Graduate Level Instruction, Higher Education Administration, Learning Management System Management, Online Teaching Delivery, University Teaching

Food Industry: Back of House Management, Culinary Management, Event Management, Event Planning, Food & Beverage Management, Food Service Management, Front of House Management, Hotel & Resort Management, Product Development, Product Development: Restaurant & Grocery, R&D Ideation, Restaurant Management, Top of House Management

Scholarship & Research: Anthropology, Civic & Community Engagement, Death & Dying, Environmental Leadership, Ethnography, Food History, Food Policy, Food Studies, Food Systems, Leadership & Change, Participatory Action Research, Resiliency & Disaster Recovery, Urban Agriculture

- Lead inventory management project in the station, with projected sub-regional rollouts in Q1 2021 with an approximate savings of \$1m per station.
- Mentored managers and associates in job and personal development.
- Collaborate with all support teams to develop plans to meet business objectives.
- Improved throughput by 30% in peak periods of volume within 3 months.

DeVry University • 01/2006 – 03/2020

Visiting Professor School of Business and Management

- Teaching online Master's and Bachelor's level courses in the business and hospitality management programs.
- Courses Taught Include:
Senior & Graduate Business Capstone, Tourism Management, Hospitality Management, Entrepreneurship
- Subject Matter Expert (SME) for instruction design of hospitality and business online courses.

Emmi Roth USA • Monroe, WI • 01/2015 – 11/2017

Research & Development Corporate Chef: Food Service & Grocery

- Increased annual sales by 10%.
- Led product ideation for national accounts like Nestle and Kellogg's to integrate products into recipes for national grocery and retail accounts.
- Supported food service, retail, and specialty sales teams of 20+ salespeople to deliver client-specific education for corporate clients, including product and recipe development.
- Developed and managed all culinary school interactions, scholarships, education, and programming.
- Liaison with Wisconsin Milwaukee Marketing Board (WMMB).
- Oversaw 40+ ideations with food producers and grocers on a national, regional, and local level.
- Trained sales team on new product integrations and developed training materials for clients related to internal educational materials for retail and specialty teams.
- Provided all television representation and implemented recipes for the company at national and local food shows.

The Art Institutes • Greater Milwaukee Area • 06/2012 – 01/2015

Academic Director – Culinary

- Increased annual sales by 100% in 2012, an annual profit of 20% in 2013, and grew student base from 0 to over 400 students.
- Hired, trained, and managed 15+ chef instructors and set up an inventory management program that all 42 schools adopted.

- Managed Labor Costs to Target 19% by auditing all classes, improved the training of instructors, and provided weekly feedback to assist with implementing proper changes.
- Maintained food costs to a budget of 28% by introducing inventory management and negotiating lower pricing with distributors.
- Reduced Waste from 20% to 10% by instituting inventory management changes.
- Hired and trained a dedicated inventory manager.
- Instituted trash audits. Monitored instructors for proper food handling.
- Received three corporate audits scored at 90% or higher.
- All food inspections received 100%, A rating.
- Designed and opened a student restaurant, AIRMKE (Art Institute Restaurant Milwaukee), and was responsible for scheduling all students.
- Founding director of two AOS and one BA program in culinary and baking & pastry arts programs and HACCP program for sous vide education.
- Worked as a representative in the community with Core El Centro, assisted with local community gardens, and helped raise \$50,000 for student scholarship organizations (ACF, FAB).
- Represented the Art Institute on the Food Network and liaison with local press.

CERTIFICATIONS

End-of-Life Doula Certificate • 07/2023 – Present

The University of Vermont Professional and Continuing Education

Trauma Informed Care: Understanding Trauma & Providing Trauma Informed Care •

07/2018 – Present

University of Wisconsin Milwaukee

Nonprofit Essentials Certificate

NonprofitReady

AWARDS & SCHOLARSHIPS

Mentor of the Year, Nominee • 05/2021

Amazon

Innovative Dissertation Award • 09/2012

Networked Digital Library of Theses & Dissertations

Public Scholar Award • 08/2011

Antioch University

Catherine Brendel Fellowship • 01/2007

Women Chefs & Restaurateurs

Young Restaurateur of the World • 09/1999
International Hotel & Restaurant Association

PROJECTS

Fellow • 09/2010 – 09/2011
Duke University

Visiting Scholar • 09/2009 – 09/2010
Newcomb College Institute, Tulane University

PUBLICATIONS

The Encyclopedia of Environmental Leadership • 09/2012
Sage Publications
"The Use of Social Media in Response to the Gulf of Mexico BP Oil Spill."

The Encyclopedia of Environmental Leadership • 09/2012
Sage Publications
"Urban Agriculture in the Face of Disaster and Environmental Change."

Critical Insights – Technology & Humanity • 09/2012
Salem Press
"Inventions in Literature: Time Travel."