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Leader in student, faculty, and community affairs, advancing belonging, engagement, and wellness in education and civic spaces. Known for blending strategy care to develop and empower people.

EDUCATION

Ph.D., Psychology with a specialization in Education, Capella University, June 2025

Dissertation: *Exploring the Learning Experiences of Online First-Generation College Students Participating in Virtual Extracurricular Activities*

M.A., Counseling, with a specialization in School Counseling, Webster University, May 2002

B.A., Psychology, Georgia Southern University (Armstrong Campus), December 1998

EXECUTIVE SUMMARY

A purpose-driven consultant, strategist, and higher education executive with 25+ years of experience leading student development, equity initiatives, crisis response, and cross-sector collaborations. Known for building inclusive systems that elevate student success, institutional culture, and community engagement. Proven record in consulting, program design, public speaking, and advising universities, creative industries, and civic institutions.

CORE COMPETENCIES

Strategic Vision & Planning	Student Success & Retention Strategy	Conduct Administration & Crisis Response
Equity, Belonging & DEI Strategy	Community & Civic Engagement	Policy Design & Risk Management
Experiential Program Development	Public Speaking & Thought Leadership	Cross-Sector Partnerships
Team Development & Supervision	Cross-Functional & Interdepartmental Collaboration	Data-Informed Decision Making

PROFESSIONAL EXPERIENCE

Dr. Jessica Henlon Consulting Co., Orlando, FL

Executive Consultant | January 2013–Present

Serving as a trusted advisor, curriculum developer, and event producer for civic, nonprofit, and creative sector partners. Collaborate with city governments, educational institutions, and arts organizations to deliver high-impact programming in belonging, student success, DEI strategy, and public engagement.

Recent Projects (2023–2025): Client advising, event management, curriculum design, and public programs across Central Florida, with ongoing partnerships in education, civic engagement, and creative industries.

KEY CLIENTS & PROJECTS

- **Florida National News (FNN)** [Contributor](#) to the education column, researcher, and liaison.
- **Orlando International Fashion Week (OIFW) nonprofit organization**
Board member and spokesperson. Leading talent casting, volunteer recruitment, digital registration systems, and community outreach. Representing the brand in local news media. Securing proclamations from **Orange County Mayor Jerry Demings** and **Orlando Mayor Buddy Dyer** and negotiating event partnerships with **Porsche South Orlando** (2023, 2024), **ICON Park** (2019, 2024), **City Hall Rotunda**, Grand Bohemian Hotel, Aloft, Orlando Science Center, and Orange County Regional History Center.
- **Fierce Entertainment / Fierce Entertainment Studios**
Developed modeling and acting curriculum; designed contracts for venue rentals and led grand opening event with civic leaders. Established FEN Social, a networking series blending entrepreneurship, entertainment, and community connection. Produced fashion and talent showcases, including a street runway event in partnership with the City of Winter Park. Collaborated with Orange County's Arts & Cultural Affairs and Downtown Arts District leadership..
- **VMAX (Creative Arts & Modeling Programs)**
Curriculum designer. Developed a **six-month leadership and modeling program**. Created student pathways involving professional photo shoots, live casting calls, and Bella Faire showcases. Increased youth participation by 40% through updated pedagogy and inclusive outreach. Supported confidence-building and performance skills in underserved populations.
- **Ready Inc.**
Strategic **branding consultant** for startup positioning. Guided identity design, website functionality, and digital communication strategy, aligning visual assets with organizational mission.
- **Event Strategy & Public Engagement (Civic Clients)**
Secured five official proclamations and five city partnerships for Orlando-based events. Led event production in collaboration with the Office of the Mayor, **Office of Multicultural Affairs**, and **local commissioners**. Produced city hall programming, including Black History Month [showcase](#), fashion installations, and civic celebrations. Coordinated logistics, **press coverage**, and media relations.
- **Creative & Operational Consulting**
Supported nonprofits and start-ups with graphic design, web design, and communications strategy. Consulted on studio rental management, including contract development, **booking systems**, and venue marketing. Designed branding and digital registration workflows for recurring community events. Edited promotional videos and managed multi-platform content strategies.

Full Sail University, Winter Park, FL

Progressive Leadership Roles | May 2001– May 2025

Served for 24 years in progressive leadership roles impacting student success, engagement, and well-being, supporting over 5,000 in-person students, 21,000 online students, and 2,000 employees within a 24/7 institutional environment.

Chair, Diversity, Inclusion, & Belonging + Social Impact (DIB+SI) Committee: President's Office

May 2023 – May 2025

- Directed university-wide DIB+SI initiatives reporting to the Chief of Staff. Collaborated with executive leadership to develop equity-driven policies, cultural training programs, and inclusive events for faculty, staff, students, alumni, and the broader community.
- Spearheaded strategic initiatives, including the Wells' Built Museum Project - as seen on [Spectrum News 13](#), integrating Volunteerism, SPARK video production, and the DADBS degree program.
- Advanced community engagement and volunteerism, securing approvals for faculty, staff, students, and alumni to participate in Orlando's Parades: MLK Jr., Puerto Rican Day, and Veterans Day.
- Developed structured content strategies, forming a subcommittee to oversee storytelling and initiatives online, while strengthening nonprofit partnerships, community engagement, and event DIB certification.
- Led in-house training initiatives, facilitating Military Green Zone and Universal Design for Learning, while hosting guest speakers like the Aeras Foundation - bridging the digital divide.
- Enhanced leadership programming and nonprofit incubator, supporting students in the Phoenix Ginsburg Fellows Program, a cohort dedicated to community-driven activism and inclusion.

Director of Student Development: Academic Success

January 2018 – May 2025

Founded and led the Student Development portfolio, overseeing five units: Student Conduct, Wellness, Professional Development, Community Engagement, and CARE Services, with 24/7 operational coverage.

- Developed the Student Wellness unit, delivering programs on mental health, substance abuse prevention, diversity, safety, and co-curricular engagement.
- Launched the First-Gen College Student Program, growing annual attendance from 30 to 250+ underrepresented students.
- Established the CARE unit to support students in crisis, including threat assessments, community referrals, and Title IX investigations and hearings.
- Created the Student Community Activities Manager role to oversee the Student Community Association (SCA). Established the SCA to keep students engaged and celebrate culture as the governing body for 40+ student clubs, ensuring compliance with hazing prevention and risk management. Directed student conduct procedures, including restorative justice, sanctions, and appeals.
- Oversaw professional development programming via the Global Professionalism Standards (GPS), including leadership workshops, volunteerism, and community service partnerships. Co-authored the Student Handbook and implemented institutional policies and training for staff advisors and student leaders.
- Supervised four direct reports, managed a team of up to 40 employees, and 40+ student/faculty club advisors (ongoing monthly trainings). Managed a \$650,000 annual budget across five divisions.
- Increased club participation by 60% and contributed to a 10% retention boost through advising and wellness initiatives.

Director of Academic Advising: Academic Success

February 2011 – January 2018

- Led [academic advising](#) operations and systems for over 25,000 students across modalities.
- Streamlined academic status processes (probation, forgiveness, withdrawals) in collaboration with Financial Aid and Registrar.

Director of Student Advising: Student Affairs

January 2008 – February 2011

- Directed academic and personal advising services for campus and online populations, ensuring support for students navigating life challenges, ADA accommodations, and educational progress.
- Oversaw implementation of cognitive development resources, including learning strategy support and academic coaching interventions for students with executive functioning needs.
- Partnered with the ADA Coordinator and Legal Affairs to align services with Section 504 and ADA compliance, including facilitating academic accommodations and appeals.
- Led at-risk advising systems, including early alert interventions, student success coaching, and mid-quarter academic recovery planning.
- Initiated advisor training modules and success planning resources integrated across departments.

Student Advising Manager

July 2006 – January 2008

Senior Student Advisor

May 2003 – July 2006

Student Advisor

May 2001 – May 2003

- Progressed from frontline advisor to managing a team of 20 academic advisors supporting over 5,000 students across multiple programs and delivery formats.
- Supervised day-to-day operations, performance reviews, and case management protocols to support students in academic difficulty, transition, or readmission.
- Launched retention-focused student workshops on time management, personal accountability, and academic mindset, resulting in increased persistence among probation-level students.
- Created collaborative bridges between advising, financial aid, registrar, and student services to improve service continuity and response times.
- Supported major university milestones, including the development of online programs and transition to new degree structures.

PUBLIC SPEAKING & PRESENTATIONS

Signature Topics: Inclusive Student Engagement • Designing Belonging-Driven Events • Women in Leadership • Mental Wealth & Wellness • Online Learning for First-Gen Students

- Host and creator of “[Mental Wealth](#),” a live video segment and podcast launched during the COVID-19 pandemic. Blending emotional wellness, civic awareness, and personal growth, the series provided culturally grounded and accessible dialogue on stress, leadership, identity, and community care.
- Spokesperson and featured speaker for Orlando International Fashion Week press conferences, City Hall events, and cultural partnerships; interviewed on Spectrum News 13 and WESH 2 [News](#).
- [Presenter](#), Empowering Night of Laughter, a civic engagement event celebrating women leaders.
- Speaker, Advanced Technology & Education for Tomorrow Conference (L.I.F.E. [Program](#) at UCF).
- Mentor and Presenter, Women in Leadership Initiative (Full Sail).
- Civic presenter at Orlando City Hall, selected by Caribbean Passport Magazine for cultural showcases.
- Producer/editor of promotional video content for education and community-based clients.
- Event management for inauguration events and civic programs in partnership with city commissioners.
- Designer of branding and websites for nonprofits, creatives, and education-centered organizations.
- Recurring presenter and trainer for:

- Full Sail University Monthly Student Orientation.
- New Employee Orientation (Student Development Overview) Monthly.
- Monthly Leadership Training for Student Leaders.
- Club & Organization Advisor/Faculty/Staff Monthly Training.

SELECT LEADERSHIP & COMMUNITY ENGAGEMENT

Member, Winter Park Chamber of Commerce, Leadership Winter Park (*Class 34, May 2024*)

- Completed a 9-month leadership development course. Currently active in local fundraising and leadership initiatives promoting economic recovery and community engagement.

Member, Orange County Government Committees

- *2019-2025*: Orange County Drug-Free Coalition Higher Education Workgroup Committee
- *2020-2021*: COVID-19 Economic Task Force: Business Compliance and Consumer Confidence

Founder, The NeighborWell Network

- A coalition of wellness professionals providing mentorship and programs to support community needs.

AFFILIATIONS & SERVICE:

NASPA

National Association of Student Personnel Administrators

ASCA

Association of Student Conduct Administration

Member, Delta Sigma Theta Sorority, Inc., *April 2007 – Present*

- Engaging in community service initiatives, scholarship programs, and social action projects.

TECHNICAL AND CREATIVE SKILLS

Leadership & Strategy:

Strategic Planning & Initiative Development
Budget Management & Resource Allocation
Data Analysis & Program Evaluation

Public Service & Community Engagement:

Public Speaking & Orientation Presentations
Student Engagement & Retention Programs
Event Planning & Community Development

Crisis & Compliance:

Crisis Management & Title IX, Clery Act
Code of Conduct, ADA, FERPA, VAWA
Risk Assessment & Behavioral Intervention

Technology & Software

Salesforce, Workday, Microsoft Office Suite,
Adobe Suite (Photoshop, Reader, Writer), Citrix,
Jabber, Slack, Web & Graphic Design

AWARDS, HONORS, AND RECOGNITION

- **DIB+SI Leadership Commendation**, Office of the President, Full Sail University (2024, 2023)
- **Lantern Award**: Providing Faculty Development & Training, Full Sail University (2024 & 2022)
- **Luminary Award**: Learn & Grow Challenge, Full Sail University (2022)
- **Champion of Faculty Development**, Full Sail University, Full Sail University (2022)
- **Portrait & Quote Feature**, *A Peace of My Mind* National [Art Exhibition](#) (Oct–Dec 2022)
Holocaust Memorial Resource & Education Center of Florida | Selected as a featured community leader in this award-winning multimedia project by photographer John Noltner.

- **Woman of the Year**, *Miss Latina International Organization* (Dec 2016)
Presented by CEO Angela Posillico | Recognized for contributions to community empowerment, education, and cultural engagement.

CERTIFICATIONS

- **Certified Coach**, Behavioral Essentials LLC (9-month course) (2022)
- **SEED Certification**: Seeking Educational Equity and Diversity (16-week course) (2021)
- **Harvard Manage Mentor Leadership Development Program** (10-month course) (2013)
- **Child Care Center Director's Credential**, Seminole State College of Florida (2006)

EARLY CAREER IN SOCIAL WORK, FAMILY SERVICES, AND YOUTH DEVELOPMENT

Focused on family systems, youth development, and crisis intervention in nonprofit and government settings.

Covenant House of Florida, Orlando, FL

Case Manager (Part-Time) March 2001-2002: Street Outreach & Resource Center, Community Services.

Provided outreach, meals, and resources for teens facing homelessness. Conducted shelter intake, taught independent living skills, and mentored youth for job and economic security.

State of Florida, Department of Children & Families, Sanford, FL

Family Services Counselor: Child Protective Investigator

August 2000 – May 2001

- Conducted investigations related to suspected child abuse, neglect, and dependency.
- Assessed immediate safety needs and facilitated emergency shelter placements, reunification plans, and foster care coordination.
- Collaborated with law enforcement, mental health professionals, and educators to create holistic intervention plans.
- Maintained detailed case documentation and represented findings in judicial proceedings, family team conferences, and dependency court.

Boys Town, Seminole County, FL

Youth Care Worker

January 1999 – January 2000

Sr. Youth Care Worker

January 2000 – August 2000

Crisis Nursery Worker

August 2003 – August 2004

- Served in multiple frontline and leadership roles supporting homeless and displaced youth through trauma-informed care and residential support.
- Provided 24/7 crisis intervention, behavior management, and independent living coaching for youth aged 10–21 facing abuse, homelessness, or family separation.
- Coordinated intake assessments, goal planning, and referrals to education, counseling, and healthcare services.
- Served as shift supervisor and senior peer mentor, training incoming staff on de-escalation strategies and therapeutic engagement models.