

## Jean-Claude M. Ndongo, MBA

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### Summary

- Ph.D. Candidate at Florida Atlantic University's School of Public Administration
- Areas of research: public finance, budgeting, procurement, and disaster and emergency management.
- Experienced instructor and skilled researcher
- Data analyst with solid quantitative, organizational, and communication skills.
- Private sector experience in finance, banking, and relationship management.

### Education

**Ph.D. in Public Administration** - Florida Atlantic University (*Expected graduation: May 2024*)

**Certificate - Data Analytics & Visualization** - University of Miami Boot Camp Program

**Certificate - Flex/Online Teaching Orientation** - Florida Atlantic University

**Certificate - Teaching Online Orientation** - Florida Atlantic University

**Master of Business Administration (MBA)** - Otterbein University

**Bachelors in financial management** – Franklin University

### Technical Skills

**Instruction:** Canvas

**Programming Skills and Software:** Python (Pandas, NumPy, Scikit learn), SQL, JavaScript

**Data Analysis & Visualization Applications:** Stata, GitHub, Jupyter Notebook, Visual Studio Code, Tableau

### Teaching Experience

Spring 2023: **Public Management & Administration** (PAD 3003-002)

Florida Atlantic University - Role: Instructor of Record

Spring 2021: **Changing Environment of Society, Business, and Government** (PAD 2258)

Florida Atlantic University - Role: Co-Instructor

Fall 2022 & Spring 2023: **Cash Course-Building Financial Wellness**

Florida Atlantic University - Role: Co-Instructor

### Awards

**McKnight Doctoral Fellowship** - Florida Education Fund (2019 – Present)

**William Averette Anderson Fund Fellowship** (Bill Anderson Fund) (2020 – Present)

**Graduate Diversity Fellowship** - Florida Atlantic University (2021 – 2022)

## Publications

Menifield, C., Estorcien, V., **Ndongo, J.**, Quispe, P., McDonald, B. (2023). Retention and Recruitment of Minority Students and Faculty in Public Affairs and Administration Programs. *Journal of Public Affairs Education (JPAAE)*. <https://doi.org/10.1080/15236803.2023.2251338>

**Ndongo, J.** (2021). Prospective Analysis of the African Continental Free Trade Agreement: Opportunities for and Challenges to Economic Integration through Public Procurement. *African Journal of Public Administration and Management (AJPAM)*. AJPAMSAPA Special Edited Issue Vol. XXVIII No. 2 July- December 2021.

## Work Experience

### Florida Atlantic University

Boca Raton, FL

### School of Public Administration

Aug. 2019 – Present

Ph.D. Candidate

- Formulate research questions and conduct studies using quantitative and qualitative research skills.
- Write and execute Python and SQL scripts and use API endpoints to acquire and analyze data.
- Perform regression analyses and data visualizations using Stata, Python, and Tableau.
- Communicate my research findings by presenting at various academic conferences.

### United States Department of the Treasury

Washington, DC (remote)

### Bureau of the Fiscal Service

July 2023 – December 2023

Business Analytics Consultant

- Designed and analyzed surveys taken by the users of government spending data (USASpending.gov).
- Wrote reports and analyses on the use of spending databases in academic research.
- Advised leaders on strategies to increase the use of spending data by businesses and researchers.
- Participated in team activities and meetings.

### Florida Atlantic University

Boca Raton, FL

### Office of Student Financial Aid

Jan. 2022 – Aug. 2023

Supervisor & Data Analyst

- Contributed to the creation of the office's outbound call center.
- Hired and managed a team of 23 student callers and analyzed data from over 37,000 phone calls.
- Developed and maintained a call tracking database using Excel.
- Created metrics for callers' productivity and performance with Excel's data analytics tools.
- Performed quantitative and qualitative analyses of completed phone calls and produced reports.
- Presented reports to management and increased the center's output by 8% per semester.

### Florida Atlantic University

Boca Raton, FL

### School of Public Administration

Jan. 2023 – May 2023

Adjunct Instructor

- Designed class syllabus for the Public Management and Administration (PAD 3003) course.
- Taught the course to 51 students online using Canvas.
- Provided regular communication and feedback to the students.

**United States Geological Survey (USGS)**

Reston, VA (Remote)

Research Consultant

June 2021 – October 2021

- Wrote a chapter on the USGS' Diversifying HayWired Communication Research Project.
- Conducted qualitative research on economic development initiatives for small businesses.
- Provided recommendations to assist small businesses in the San Francisco Bay Area with disaster preparedness.

**Institute for Diversity and Inclusion (I-DIEM)**

Tampa, FL (Remote)

Research Consultant

January 2021 – June 2021

- Conducted research on the economic impact of COVID-19 vaccination policies.
- Wrote proposals for the implementation of vaccination drives in Virginia and North Carolina.
- Retrieved and analyzed data from the Center for Disease Control and Prevention's (CDC) COVID-19 Tracker.
- Provided recommendations on I-DIEM's budgetary and fundraising strategies.

**Florida Atlantic University**

Boca Raton, FL

**Graduate College**

Aug. 2019 – Dec. 2020

Research and Teaching Assistant

- Co-instructed courses in the School of Public Administration and the College of Business.
- Graded tests and assignments and proctored exams in person.
- Performed data collection from various sources and analyzed data using Stata.

**Heartland Bank**

Whitehall, OH

Financial Consultant

Feb. 2019 – May 2019

- Met with clients to determine budgeting, insurance, and financial planning needs.
- Developed individualized plans and provided investment recommendations.
- Maintained knowledge of market conditions and industry changes.

**KeyBank**

Westerville, OH

Banker and Relationship Manager

Aug. 2016 – Feb. 2019

- Managed \$4.2 million portfolio of investment assets.
- Implemented economic development initiatives through community outreach.
- Provided budgeting, financial, and investment advice to various clients.
- Acquired new individual and business clients through networking and sales activities.

## Conference Presentations

*COVID-19, Businesses Resilience, and Government Contracting: The Impact of the Paycheck Protection Program (PPP) on Public Procurement for Small Businesses in the United States.* Presented at the 35<sup>th</sup> Association for Budgeting and Financial Management (ABFM) annual conference, October 26 – 28, 2023. Denver, CO.

*The HayWired HandShake Network: A conceptual earthquake-focused network built on a partnership between the HayWired Coalition Partners, the San Francisco and Hayward chambers of commerce, banks, and minority-owned small businesses in the San Francisco Bay Area.* Presented at the 48<sup>th</sup> Natural Hazards Workshop, July 9 – 12, 2023. Broomfield, Colorado.

*Public Procurement and Gender.* Presented at the 34<sup>th</sup> Annual Conference of the Association for Budgeting and Financial Management (ABFM), September 22-24, 2022. Miami, Florida.

*Flipping the coin! Cryptocurrency as an innovative and postmodern approach to public administration in Africa.* Presented at the 2022 Annual Conference of the American Society for Public Administration (ASPA), Section of African Public Administration (SAPA) Symposium, March 18 - 22, 2022. Jacksonville, Florida.

*The Effect of Emergency Savings on Disaster Preparedness in the United States.* Presented at the 2021 Annual Conference of the Southeastern Conference for Public Administration (SeCOPA), September 23, 2021. Virtual (COVID-19).

*The Impact of the Paycheck Protection Program (PPP) on Public Procurement Programs for Minority-Owned Businesses in the United States.* Presented at the 2021 American Society for Public Administration (ASPA) annual conference, April 9 – 15, 2021. Virtual (COVID-19).

*The African Continental Free Trade Area (AfCFTA) Agreement and Public Procurement in Africa.* Presented at the 2021 American Society for Public Administration (ASPA) annual conference. Section of African Public Administration (SAPA) 2021 Symposium, April 9 – 15, 2021. Virtual (COVID-19).

*Do Government Incentives Foster or Create Transnational Entrepreneurship Opportunities for the Diaspora from Developing and Emerging Countries?* Presented at the Florida Education Fund McKnight Doctoral Fellowship Mid-Year Research and Writing Conference, February 22, 2020. Tampa, Florida.

## **Service and Memberships**

### **Florida Atlantic University – School of Public Administration**

- Aug. 2023 to Present: Treasurer of the Association of Doctoral Students in Public Administration.
- Jan. 2022: Served on two search committees resulting in the hiring of two professors.
- Aug. 2020: Assisted with the design, administration, and data analysis of a state-mandated review and survey of the alumni of the Ph.D. program in Public Administration.

### **American Society for Public Administration (ASPA)**

- 2022 to Present: Chairperson of the Fundraising Committee of the Section on African Public Administration (SAPA).
- 2020 to Present: Student Member.

### **Government Finance Officers Association (GFOA)**

- 2021 to Present: Student Member.