

September 13, 2021

City Clerk of Racine
RE: District 9 Alder position

Dear Common Council,

I am applying for the recently vacated Racine City Alderman of District 9.

I have considered running for this position numerous times over the 17 years we have lived in District 9. Until I started working at UW Parkside, I commuted to Milwaukee and Evanston daily. Over those years, I was involved in many volunteer organizations including Junior League of Milwaukee and Junior League of Racine, and VGR.

I am a generalist, but with depth and breadth. I am an Air Force veteran, serving as a Russian Cryptologist at the end of the Cold War. I have extensive sales experience. I graduated from the University of Washington with a BA in psychology and a Juris Doctor. I have worked in wealth management, run businesses, managed corporate regional teams, managed Department of Labor grants at workforce development, and moved to IS positions in higher education at UWM, Northwestern and UW Parkside. My generalist nature and natural curiosity have helped me succeed in such diverse positions. I believe that my skill set makes me a strong candidate for this position.

I am an IS Business Analyst at UW Parkside. I often lead collaborative projects and groups. I have strong communication and customer service skills. I am often the voice and face of my departments to campus partners. I excel at bringing teams together and inspiring collaborators. I am great at engaging campus partners in process improvement.

Last fall, I was tapped by the Chancellor to project manage the COVID response on campus. In 4 weeks, I learned a new software system, implemented an electronic scheduling and reporting process, and trained campus partners and temporary staff on how to use the new system. I documented all of the disparate processes, identified synergies, and worked with the different groups to implement technical improvements using the existing software. I ran a weekly COVID working group with representatives from the Student Health Clinic, Dean of students, Res Life, Marketing, and Athletics. I participated in a marketing subgroup to improve communication to campus. I set up processes to ensure we transitioned to vaccines from testing.

I believe in the Racine community. I believe serving as a member of the Common Council is a great way to give back to the community. I think I can bring a unique view to the city government. I hope to hear from you soon.

Yours,

Jennifer Zabel
262-902-0963

Received

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City Clerk - Racine, WI

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Jennifer Zabel
02JZabel@gmail.com
262-902-0963

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Skills

- Workflow and Business Process Analysis
- Process Documentation
- CANVAS LMS management for campus
- Website administration
- Training
- PeopleSoft Student information System
- BP Logix Electronic Workflow
- Project Management
- Electronic Document Management implementation
- Personnel Management
- Drafting Policy and Process

Relevant Work Experience

IS Business Automation Specialist- Senior

Aug 2019 – Present

Cashier's Office Student Financials Specialists and Business Services
University of Wisconsin – Parkside, Kenosha, WI

- 2 -year project to streamline and revamp Student Financials
- Updated website formatting and content
- Created Train the Trainer modules and LMS Classroom for campus partners
- Project managed COVID response, testing, clinic software
- Documented Cashier's, Business Services, and Clinic Software processes

Assistant Director, Operations and Client Relations

Oct 2017 – July 2019

International Student and Scholar Services
Northwestern University, Evanston, IL

- Implemented Terra Dotta system as Project Manager
- Supervised front desk and customer service based on new metric based
- Managed/ Advised the International Scholarship students program
- Led professional development for department

SEVIS Coordinator- IS Business Automation Specialist

Nov 2014 – Oct 2017

Center for International Education
University of Wisconsin – Milwaukee, Milwaukee, WI

- Automated SEVIS reporting in the PeopleSoft module
- Implemented ImageNow for International records
- Documented all SEVIS and ISSS processes

Others Work Experience

Self-employed: HR and Marketing

June 2011 – Aug 2017

Blackshirt Claim Service, Racine, WI

Regional Manager

Jan 2010 – June 2011

Weight Watchers, Southeast Wisconsin

Lending, Banking, Trust, Wealth Management**Sept 2003 – Dec 2009**

Johnson Bank, Johnson Financial Group, M&I Wealth Management
Racine and Milwaukee, WI

Education Experience**2016 – 2017**

Some Graduate Courses
MS Information Technology Management
Milwaukee, WI

Juris Doctor**2005**

University of Washington School of Law
Seattle, WA

Bachelor of Arts – Psychology**1997**

University of Washington
Seattle, WA

Military Experience**1988- 1991**

United States Air Force - E3
Cryptologic Linguistic Specialist
Russian

Recent Presentations and Training

ShopUW+ P2P topics	In person and Recorded	April 2021 to present
Introduction to Business Services	Recorded	April 2021
Kicking and Screaming	Alliance: Oracle conference	March 2021
Gordian Knot	Alliance: Oracle conference	March 2021
Supplier Management	Campus Resources	March 2021
Introduction to Workflows	Campus	February 2021
Cash Handling – recorded	Recorded Session	July 2020
Working with Adobe	Open Hours/Recorded	September 2020
FIKA Fridays	Series for International Students	Oct 2018 – May 2019
SEVIS Roundtable facilitator	Alliance: Oracle conference	March 2018
SEVIS Module presentation	MidHEUG: Regional Oracle Conf	October 2017

Received**SEP 13 2021****City Clerk - Racine, WI**