

Dr. Jennifer R. Bishop

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RESEARCH INTEREST

Career Advancement; Career Satisfaction; African American Women; Gender Diversity and Inclusion; Resiliency; Glass/Concrete/Black Ceiling; Social Capital; Visibility; Organizational Justice; Sponsorship; Banking.

My research focus is to explore the changes and disparities of woman specific to African-American Women in Organizational Leadership in Corporate America. I am researching the differences and behavioral impact of these women and understand some of the challenges they encountered different to their colleagues, as well as success factors that enabled them to continue to advance to Senior Level Management positions.

EDUCATION

Ph.D. Design and Sustainability, Concentration: Management, May 2022 – Case Western Reserve University

- Dissertation Title: *Factors Influencing the Advancement of African American Women in Banking: "Yet None Have Advanced into the C-Suite of The Top Four U.S. Banks"*
- Completed Credits
 - Statistics & Research Methodology (33 credits)
 - Content-Specific (Leading Change, Understanding, Designing, Managing Complex Systems, Conflict & Cooperation in the Global Arena, Social Ethics: Contemporary Issues, Knowledge Dissemination to Influence Managerial Practice) (27 credits)

Master of Business Administration, MBA, June 1995 – Baldwin Wallace University

B.S. in Business Administration, Concentration: Finance and Computer Information Systems, May 1985 – Baldwin Wallace University

Overall Graduate GPA: 3.8

PUBLISHED

Bishop, J. R. (2024). The Impact of Social Capital on Overcoming Systemic Barriers and Lack of Benefit of the Doubt for Black Women in Leadership: Insights from Kamala Harris's Presidential Campaign. *Business Ethics and Leadership*, 8(4), 123–136.
[http://doi.org/10.61093/bel.8\(4\).123-136.2024](http://doi.org/10.61093/bel.8(4).123-136.2024).

Morin, S. L., & **Bishop, J. R.** (2023). "Unmasking White Delusion: A Critical Analysis for the Organization".
[https://doi.org/10.61093/sec.7\(4\).152-170.2023](https://doi.org/10.61093/sec.7(4).152-170.2023)

WORKS IN PROGRESS

Bishop, Jennifer R., Paul, T., Allona-Murry, S. “*How Can the Attrition of Black Women in the Workplace be Explained Through Perceptions of Unmet Psychological Needs*”, Target Journal: Equity Diversity and Inclusion

Bishop, Jennifer R., Floyd, A., “*Beyond the Skin: White People, You Are Not Losing- Approaching DEI (Diversity, Equity, and Inclusion) As More Than a Zero-Sum Game*”, Target Journal: Equity Diversity and Inclusion

Bishop, Jennifer R., Floyd, A., Jean-Claude, N., “*The Impact of Virtual Environments on Black Women Career Advancement*” Book Chapter: “Global Inclusion and Diversity in the Virtual Organization”

TEACHING EXPERIENCE

Fayetteville State University, Adjunct Professor **Undergraduate Program** | August 2024 – Current

- MGMT410: Human Resource Management
- MGMT 412: Employment Law

Marymount University, Adjunct Professor DBA Program | May 2024 – Current

- Managing Organizational Change

University of Phoenix, Adjunct Professor | August 2006 – May 2011

- Introduction to Accounting
- Advanced Accounting
- Cost Accounting
- Business Law

Livingstone College, Adjunct Professor | August 2001 – May 2004

- Introduction to Accounting
- Advanced Accounting
- Introduction to Business Management

Catawba College, Adjunct Professor | August 2002 – May 2004

- Introduction to Accounting

AWARDS and PROFESSIONAL RECOGNITION

Case Western Reserve

2021 Doctor of Management Fellowship in Management Design & Innovation.

2020 Mitchell V. Morse Memorial DM Scholarship Award. This award is given to a student in the DBA/DM/PhD Programs who embodies both a love for learning and a desire to contribute to the development of vibrant communities, to organizational performance, and to the quality of our work lives.

2019 Doctor of Management Fowler Fellow

2018 Doctor of Management Nonprofit Management Fellow

PEER REVIEWED CONFERENCE PRESENTATIONS

Bishop, J., Dalithia Smith, Dereck Faulkner, Stacey Morin, Roxanne Jimenez. (August 2024) “Redefining Leadership Management & Organization: Innovation and Inclusion Across Diverse Domains” Presented at the 2024 Academy of Management (AoM) Conference. Paper Symposium accepted for presentation Academy of Management 2024. *9th-13th Submitter Author and Organizer. All authors are considered equal contributors for this submission.

Bishop, J., Roxanne Jimenez, Ruth Bernstein. (August 2024) “Colleagueship for Co-Innovation: Leading and Managing with Purpose in the Workplace” Presented at the 2024 Academy of Management (AoM) Conference. Professional Development Workshop accepted for presentation Academy of Management 2024. *9th-13th Facilitator. All authors are considered equal contributors for this submission.

Bishop, J., Darrly Rice, Marla White, Patricia Martinez, Monica Gavino. (August 2024) “The State of DEI in Business Schools” Presented at the 2024 Academy of Management (AoM) Conference. Professional Development Workshop accepted for presentation Academy of Management 2024. *9th-13th Facilitator. All authors are considered equal contributors for this submission.

Bishop, J., Stacey Morin. (August 2024) “Innovative Strategies to Unmask and Eliminate White Delusion in the Organization” Presented at the 2023 Academy of Management (AoM) Conference. Professional Development Workshop accepted for presentation Academy of Management 2024. *9th-13th All authors are considered equal contributors for this submission.

Bishop, J., (May 2024) “Breaking Barriers, Fostering Equality” Workstream Prestation’s including 11 paper submissions Equality, Diversity, Inclusion Journal (EDI) May 26th-29th 2024 Sevilla Spain 2024

Bishop, J., (November 2023) “Advancing Diversity, Equity, Inclusion, and Justice in an Era of Disinformation, Mistrust, and Democratic Backsliding” Colloquium accepted for presentation ARNOVA 2023. November 16th-19th

Bishop, J., Stacey Morin. (August 2023) “Going beyond the D focusing on the E and the I” Presented at the 2023 Academy of Management (AoM) Conference. Professional Development Workshop accepted for presentation Academy of Management 2023. *2nd-8th All authors are considered equal contributors for this submission.

Bishop, J., Struzska-Tyamayev, M., Mercado, M., Murrell, J., Boyd, T., Preston, M., Nwadei, T. (August 2022) “Diversity Dilemma: Defining, Measuring, and Accessing Diverse Samples”. Presented at the 2022 Academy of Management (AoM) Conference. Professional Development Workshop accepted for presentation Academy of Management 2022. *2nd-6th All authors are considered equal contributors for this submission.

Bishop, J., Erskine, S., Figueroa Anderson, A., Crawford, K., Ndong, J.C., (August 2021) *"#ShareTheMic: Pandemic Adjustments, Allyship, and Antiracist Research & Practice"*, Professional Development Workshop accepted for presentation Academy of Management 2021. *2nd-4th All authors are considered equal contributors for this submission.

Bishop, J., Brooker, J (August 2020) *"How perceptions on gender equality could point to alternative ways of doing gender diversity"* Symposium accepted for presentation Academy of Management 2021. *7th-11th All authors are considered equal contributors for this submission.

Bishop, J., (September 2020) *"Level Up: The Success Factors in Advancing African-American Women into the C-Suite in Corporate America"* Paper accepted for presentation Engaged Management Scholarship 2020. *10th-13th

Bishop, J., (August 2019) *"The Big Shake: Develop Skills to be Self-Aware of Cultural & Religious Inclusiveness in the Workplace"*, Professional Development Workshop accepted for presentation Academy of Management 2019. *9th- 13th

Bishop, J., (September 2019) *"Level Up: Why African-American Women Aren't Making it to the Top in Corporate America?"* Poster Presentation accepted for presentation Engaged Management Scholarship 2019. *5th-8th

Bishop, J., (November 2019) *"Level Up: The Role of Sponsorship in Advancing African-American Women to Sr. Executives in Non-Profit Organizations"* Poster Presentation accepted for presentation ARNOVA 2019. November 20th-24th

VOLUNTEER SERVICE

Service to Community

**Florence Crittenden Services–Board of Directors-Treasurer 2006 – 2015, Charlotte, NC
Junior League of Charlotte**

*Management Committee, Leadership Development, Foundation Board of Directors-2017
– Present*

Sustainer Member 2013-2017

Chair of Warehouse 2011-2012

Treasurer Warehouse 2008- 2010

Deltas of Charlotte Foundation – Board of Directors – 2006 – Present

Black Political Caucus (Charlotte) Get out to Vote 2022 – Present

Big Brothers Big Sisters (Charlotte/Cleveland) 1995 – 2021

Delta Sigma Theta Sorority (Cleveland/Charlotte) 1995 – Present

Delta Academy Co-Chair -1995 2001

Delta Academy Project Lead – 2001 – Present

Delta Gems 2007 – Present

Social Action Project Lead 1995 – Present

Economic and Financial Development 2018 – Present

Service to Academic Community

Weatherhead School of Management DBA/PhD Program-Case Western Reserve (2022-Current) *Justice Equity Diversity and Inclusion Workshop Leader*

Academy of Management (2024-Current) *Diversity Equity and Inclusion Executive Leadership Program Development Chair Board of Directors*

Academy of Management (2021-2024) *Gender Diversity in Organizations Board of Directors*

Academy of Management (2019, 2020, 2021, 2022) *Annual Conference Submission Reviewer*

Southern Management Association (2022) *Annual Conference Volunteer*

Management Faculty of Color Association (2022 to Current)

The PhD Project Management Doctoral Student Association, Chair of Sessions Committee (2021-2022)

Management Doctoral Student Association, Service committee (2020-2021)

Management Doctoral Student Association, Service committee (2019-2020)

Service to Professional Organizations

Institute of Management of Accountants Board of Directors–Vice President of Education 2006 – 2016

National Black MBA Association, Inc.–Charlotte Chapter-2003 - Present

Member of the Institute of Internal Auditors 1999 – Present

Member of the National Association of Black Accountants 1990 – Present

INVITED CONFERENCES

Gender Work and Organization (GWO) " Gendered, Colonized, And Racialized Bodies in Social Movements: Applying an Intersectionality Lens To Understanding Embodied Activism" June 2024

Equality, Diversity, Inclusion Journal (EDI) "Breaking Barriers, Fostering Equality" May 2024

Business School- Diversity, Equity, Inclusion (BUSDEIC) Business School DEI Collaborative March 2024

Engaged Management Scholarship Writer Symposium (EMS) Doctoral Consortium September 2020

Engaged Management Scholarship Conference (EMS) Doctoral Consortium September 2019

CONFERENCES ATTENDED

Academy of Management (AOM)	August 2024
Equality, Diversity, Inclusion Journal (EDI)	May 2024
ARNOVA	November 2023
Academy of Management (AOM)	August 2023
Ph.D. Project Management Conference (MDSA)	August 2023
Southern Management Association (SMA)	October 2022
Academy of Management (AOM)	August 2022
Ph.D. Project Management Conference (MDSA)	August 2022
Academy of Management (AOM)	August 2021
Ph.D. Project Management Conference (MDSA)	August 2021

Engaged Management Scholarship Conference (EMS)	September 2021
Southern Management Association (SMA)	October 2021
Academy of Management (AOM)	August 2020
Engaged Management Scholarship Conference (EMS)	September 2020
ARNOVA	November 2020
Academy of Management (AOM)	August 2019
Engaged Management Scholarship Conference	September 2019
ARNOVA	November 2019

ACADEMIC AFFILIATIONS

Management Faculty of Color (MFCA), Member	2022-Present
Institute for Social Capital (ISCA)	2022-Present
Strategic Management Society, Member	2021-Present
Southern Management Association, Member	2020-Present
Academy of Management, Member (AOM)	2019-Present
Ph.D. Project – Management Doctoral Student Association (MDSA)	2019-Present
Project Management Institute, Member (PMI)	2010-Present

PROFESSIONAL CERTIFICATIONS

Case Western Reserve Executive Education

Executive Coaching Certificate, February 2024

Case Western Reserve Graduate Studies Program

Advanced Professional Development for University Teaching Certificate, May 2021

Case Western Reserve Executive Education

Women in Leadership Certificate, May 2020

Project Management Institute

Project Management Certification, February 2018

PROFESSIONAL EXPERIENCE

EXECUTIVE SUMMARY

Proactive and forward-thinking **Senior-Level Operational Risk Management Leader** boasting over two decades of deep-rooted expertise in the intricate realms of banking and international management consulting. Consistent demonstration of unmatched proficiency in directing pivotal risk-related and business operations from a senior executive vantage point. Leadership signature is marked by effectively guiding high-achieving teams, managing both direct reports and an expansive global staff numbering up to 250 seasoned professionals.

Played a pivotal role in assessing and mitigating operational risks associated with M&A transactions, ensuring seamless integration of operations, systems, and processes. This involved conducting comprehensive due diligence, identifying potential risks, and developing strategies to mitigate them effectively. Provided strategic guidance to clients throughout the M&A lifecycle, offering expertise in risk assessment, synergy realization, and post-merger integration. My hands-on experience in navigating the complexities of M&A transactions has equipped me with a deep understanding of the financial and operational risks inherent in such endeavors, positioning me as a trusted advisor in driving successful outcomes for organizations undergoing transformative change.

Innate capability to seamlessly align operational risk methodologies with the broader vision and specific objectives of organizations. Fortified by a collaborative approach; particularly esteemed for fostering synergies among diverse teams, ensuring that even the most multifaceted projects benefit from a spectrum of expertise.

Areas of expertise include:

• Business Process and Controls	• Strategic Planning	• Global Risk Solution Strategy
• Quality Assurance	• Project Management	• Program Management
• Compliance & Regulatory Risk	• Testing & Validation	• Business Continuity Planning
• Continuous Improvement	• Change Management	• Client Relationship Management
• Systems Integration	• Technology Strategy	• Migration Planning

PROFESSIONAL EXPERIENCE

Wells Fargo Bank, Charlotte, NC

Present

2019 to

Business Risk & Control Senior Manager

- Leads and manages the end-to-end Operational Risk Loss Programs for both Commercial Bank and Corporate Investment Bank. Drives comprehensive risk management processes, conducting thorough financial impact analyses, intricate risk assessments, and in-depth loss analytics to ensure a resilient risk framework.
- Directs and oversees diverse teams of 13 professionals, both domestically and internationally, within the context of the Commercial Banks and Corporate Investment Banks, providing leadership to a team that successfully prevented potential losses of \$400M through the implementation of efficient and effective business process controls.
- Implements sophisticated workflow automations and precision-driven process refinements to optimize operations across the organization. Oversees continuous improvements within the CIB COO domain, fostering streamlined processes that drive heightened productivity, ultimately leading to improved business outcomes.
- Provides visionary and strategic leadership in the Banks' Risk Control Self-Assessment (RCSA) endeavors. Delivers actionable insights derived from data analysis, resulting in the formulation of robust decision strategies. Leverages Operational Risk Event (ORE) data to enhance transparency and facilitate the execution of strategies with a strong emphasis on precision and quality.
- CIB ORE Leader for the (RCSA) program that focused on designing, implementing, and testing risk controls. Developed comprehensive process flows, standardized policies and procedures, and executed control testing strategies to enhance operational efficiency and ensure regulatory compliance. Provided actionable insights and recommendations for risk mitigation, driving improvements in control effectiveness and overall risk management.

- Designs and deploys cutting-edge, state-of-the-art data platforms tailored for operational risk management. Empowers and enables 8K users across diverse CIB business lines by equipping them with unified tools that facilitate comprehensive risk identification, assessment, and mitigation.
- Leads multifaceted projects that encompass change readiness, vigilant risk monitoring, and effective mitigation strategies. Develops adaptive strategies that remain aligned with the dynamic landscape of policies, regulations, and transformative changes, ensuring seamless adaptations and organizational resilience.
- Designs comprehensive risk awareness strategies, proactively curbing potential losses through a proactive and informed approach. Creates and implements business continuity plans, safeguarding consistent operations even in the face of unforeseen events and disruptions.
- Collaborates in close partnership with Senior Managers, COO, and Control departments to execute sophisticated risk management strategies. Maintains acute awareness of shifting regulatory trends and anticipates changes in the risk landscape, adjusting strategies accordingly to ensure the organization's sustained success.
- Undertakes meticulous risk evaluations, ensuring stringent compliance and adherence to regulatory guidelines. Delivers accurate, timely, and comprehensive risk reports to regulatory bodies, including OCC and FRB, showcasing an unwavering commitment to transparency, accountability, and regulatory excellence.
- Demonstrated proficiency in strategic workforce planning and ensuring staffing adequacy to address the dynamic needs of my team. Drawing upon my expertise, I created and executed comprehensive workforce planning strategies in alignment with the bank's strategic goals. These strategies optimized staffing levels, skill distribution, and succession planning efforts. Additionally, I led driving technology initiatives that seamlessly integrated project and program management functions. This integration resulted in heightened operational efficiency and enhanced risk management capabilities. Through the implementation of these innovative solutions, I streamlined processes, fostered collaboration, and successfully executed projects, thereby bolstering the bank's overall success and resilience in the Corporate Investment Banking services landscape.

Artech/Wells Fargo Bank, Charlotte, NC
to 2019

2018

Business Risk & Control Senior Manager

- Strategically devised and executed data governance and oversight efforts, aligning with overarching organizational goals to proactively address potential risks and challenges. Collaborated with technology teams to ensure the seamless operation and optimization of the data infrastructure, thus maintaining data accuracy, security, and compliance.
- Spearheaded the creation and development of carefully designed process flows, which played a pivotal role in the successful implementation of a cutting-edge Enterprise Risk Reporting System. This implementation streamlined risk management processes and significantly improved the organization's ability to monitor and mitigate risks effectively.
- Conducted thorough risk assessments spanning various business units, adeptly identifying latent risks and control gaps; collaborated closely with business leaders to develop and implement targeted risk mitigation plans. Led comprehensive investigations into risk-related incidents, adeptly uncovering root causes, and translating findings into actionable preventive measures that significantly reduced the likelihood of recurrence.
- Leveraged advanced analytics to glean invaluable insights from complex data sets, contributing significantly to the development of business strategies. Insights informed decision-making processes and played a pivotal role in driving business growth and optimizing operational outcomes.
- Cultivated a risk-conscious culture by conceptualizing and delivering engaging training programs on cutting-edge risk management practices, fostering a collective sense of accountability and preparedness across the workforce. Spearheaded the creation of in-depth risk management reports presented to senior management

and the board of directors, delivering insightful analyses of critical risk areas and the effectiveness of control measures.

- Drove the completion of the Quarterly Enterprise Risk Appetite Report, an instrumental deliverable that not only showcased proficiency in data analysis and reporting but also served as a key resource for the Executive Risk Committee and Board of Directors. The insights provided in the report enabled strategic decisions that aligned with the institution's risk tolerance and business objectives.
- Played a pivotal role in upholding regulatory compliance by continuously monitoring and interpreting dynamic financial regulations and industry standards, thus ensuring the institution's operations remained above reproach.

Talent Bridge/Wells Fargo Bank, Charlotte, NC
to 2018

2017

Business Initiatives Manager

- Directed the successful execution of complex strategic projects that aligned closely with the organization's overarching objectives. Orchestrated cross-functional teams, fostering a collaborative environment that facilitated the seamless exchange of ideas and information.
- Managed the coordination and development of both strategic and tactical plans, driving optimal execution of initiatives. Leveraged a multifaceted skill set to navigate complexities and ensure initiatives met deadlines, budgetary requirements, and quality benchmarks.
- Demonstrated a keen analytical acumen by systematically identifying and evaluating opportunities to heighten efficiency and effectiveness of data utilization and business processes across the expansive CPG platform. Translated insights into actionable strategies, facilitating data-driven decision-making.
- Exhibited a commitment to driving results by establishing key performance indicators (KPIs) that provided a clear framework for project evaluation. Provided regular progress updates delivered to senior leadership and stakeholders, displaying a transparent view of the project's trajectory and its alignment with organizational objectives.
- Presented a comprehensive understanding of risk assessment by evaluating potential risks associated with new initiatives. Utilized financial analysis to develop intricate financial models that supported the creation of compelling business cases, playing a pivotal role in guiding key decision-makers.
- Excelled in stakeholder management by effectively communicating project updates, progress, and outcomes to senior management and stakeholders, ensuring a unified vision and project execution.
- Fostered a collaborative ecosystem by liaising cross-functionally, harmonizing efforts among diverse teams and departments. Utilized strong communication skills to foster cohesive implementation of initiatives, supporting an environment of shared objectives and collective accomplishment.

PREVIOUS EMPLOYMENT

Citizens Financial Group <i>Director, Enterprise Compliance Risk Assessment</i>	2015 to 2017
Bank of America <i>SVP, Senior Risk IT Change Manager</i>	2009 to 2015
North Highland /Wachovia/Wells Fargo Bank <i>Senior Project Manager</i>	2008 to 2009
NOUVEON/Duke Energy <i>Senior Project/Program Manager</i>	2007 to 2008

ACCENTURE

2000 to 2007

*Senior Manager Financial Services and Sr. Change Manager/Program Manager***EDUCATION**

Doctor of Management (DM) and Doctor of Philosophy (PH. D) – Design and Sustainability
Case Western Reserve University - Weatherhead School of Management, Cleveland, Ohio

MBA Masters in Business Administration and Business Administration (BA) in Finance and Computer Science
Baldwin - Wallace College, Berea, Ohio

PMP Certified*PMI - Project Management Institute, Metrolina Carolina's Chapter***LICENSES, TRAINING, AND CERTIFICATIONS**

- IMA - Institute of Management of Accountants Board of Directors, Vice President of Education (2006 to 2016)
- Florence Crittenden Services - Board of Directors, Treasurer (2006 to 2015)
- National Black MBA Association, Inc., Charlotte Chapter
- Corporate-sponsored training programs in "Accounting Systems and Control" and "Corporate Time Management and Organizational Skills"
- Junior League of Charlotte - Management Committee, Leadership Development, Foundation Board of Directors (2010 to Present)
- Member of the Institute of Internal Auditors (1999 to Present)
- Member of the National Association of Black Accountants (1990 to Present)
- Deltas of Charlotte Foundation, Board of Directors (2006 to Present)

PROFESSIONAL REFERENCES

Upon request.