

Jennifer M. Landrum, Ed.D. in Learning and Organizational Change

Baylor University

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Dr. Jennifer Landrum's research expertise spans workplace health insurance literacy (HIL), adult education, and organizational change. Her doctoral work at Baylor University delved into these areas, investigating the barriers to understanding employer-sponsored health insurance. In her current roles as both a Senior People Systems Analyst and English as a Second Language teacher, Dr. Landrum continually applies her research skills. Whether analyzing data to better inform the organization and improve business strategy, seeking out the newest technological advancements to streamline business processes, or adapting teaching methods to optimize student learning outcomes, she integrates research methodologies into her daily practice, contributing to ongoing advancements in both academia and Business. Dr. Landrum has earned certificates in Artificial Intelligence from the University of Oxford and Business Management Essentials from the London School of Economics. A lifelong learner, she is deeply committed to education as a core value, continuously seeking opportunities to expand her knowledge and expertise. Dr. Landrum's passion for research and education is evident in her dedication to contributing to her field and driving meaningful advancements in knowledge and practice.



Grounded in andragogic principles and Transformational Learning Theory, Dr. Landrum brings over 20 years of teaching experience to her diverse professional endeavors. Her dedication to education transcends traditional boundaries, evident in her multifaceted roles and contributions. She has been asked to author educational, monthly articles for Tulsa People Magazine, serve as the weekly Wellness Educator on FOX's *Great Day Green Country*, and more. Dr. Landrum is TEFL certified and currently designs and instructs curriculum for adult ESL students, providing them with invaluable language skills and cultural integration support. Through this work, she contributes to the empowerment and success of adult learners, hoping to enrich their lives and opportunities in the United States. Dr. Landrum's commitment to fostering inclusive and impactful learning environments extends to her role as a mentor for high school students through the Highview community partnership. Recognizing the importance of building relationships and creating spaces for critical thinking, she empowers students to explore diverse perspectives and navigate challenges effectively. Dr. Landrum places great importance on training employees in utilizing people systems within a company. Leveraging her expertise in HR and technology, she ensures that employees have the necessary skills and knowledge to leverage technology and resources effectively. Through personalized instruction and collaborative learning approaches, Dr. Landrum facilitates meaningful opportunities that support employee growth and contribute to the organization's overall success.

Dr. Jennifer Landrum is deeply committed to being a catalyst for change at the intersection of Human Resources and Information Technology, leveraging her expertise to synthesize information and disseminate insights across diverse platforms. During her tenure as Health and Wellness Director for the YMCA and YWCA Associations of Tulsa, Oklahoma, Dr. Landrum actively fostered community partnerships to advance education

and wellness initiatives for the city. Serving as her company's ambassador for a partnership with Highview in Denver, Colorado, dedicated to empowering high school students with exposure, resources, and career pathways, she leads a team of mentors, personally guiding students toward college success while advocating for their voices to be heard and their potential realized. Beyond conventional boundaries, Dr. Landrum's dedication to driving positive change is palpable. She actively engages in roundtable discussions and collaborative endeavors to enhance educational opportunities and community well-being, leveraging her expertise to enact tangible improvements. Her expertise was further recognized when she was invited to teach a session at the International Foundation of Employee Benefits Plans conference, offering guidance to fellow HR professionals seeking to implement transformative change within their organizations using andragogic principles. She was also featured in the Baylor Alumni Speaker Series in March of 2024. Dr. Landrum's multifaceted approach epitomizes her unwavering dedication to empowerment, advocacy, and the cultivation of meaningful connections across disciplinary boundaries and sectors.

As a leader in both the nonprofit and corporate sectors, Dr. Landrum has consistently demonstrated visionary leadership, strategic acumen, and a proactive approach to driving organizational change. Armed with a Master of Science in Strategic Human Resources Management from the University of Denver, she has honed her expertise in employee wellness, benefits, and human resources information systems (HRIS). Dr. Landrum's human-centric leadership encompasses a wide range of responsibilities, including designing and spearheading training programs, implementing cutting-edge technologies, and leading change management initiatives. In her recent role as a Human Resources Information Systems Data Analyst, Dr. Landrum has served as the driving force behind complex HR software implementations. As the HR leader for projects of such magnitude, she orchestrates cross-departmental efforts and collaborates closely with multiple stakeholders throughout the organization. Dr. Landrum's leadership ensures alignment with strategic objectives, facilitates seamless integration of new technologies, and maximizes the potential of HR analytics to drive organizational success.

EDUCATION

Baylor University, 2021, Doctor of Education in Learning and Organizational Change

- Program Evaluation/Outcomes/Impact
- Qualitative, Quantitative, and Mixed Methods Research
- Diversity, Equity, and Inclusion/Social Issues
- Organizational Change
- Leadership/Coaching/Mentorship

University of Oxford, 2023, Artificial Intelligence Certificate

London School of Economics, 2023, MBA Essentials Certificate

University of Denver, 2019, Master of Science in Strategic Human Resources Management

University of Tulsa, 2004, Bachelor of Science in Exercise and Sports Science

Teaching English as a Foreign Language 2024, TEFL Certificate

SCHOLARSHIP OF TEACHING

Academic and Professional Practice Instruction

- ESL Instructor and Faculty Trainer at The Learning Source
- Designed and led new employee systems training for a national hospitality company
- Designed and implemented the first employee wellness program for the YWCA of Tulsa, earning the Oklahoma Health Department Certified Healthy Business Award
- Designed and facilitated a 9-session, holistic health course, *Staying Healthy, Growing Whole*
- FOX 23's fitness educator with a weekly health segment on *Great Day Green Country*

- Designed the *Get Fit!* annual health education event featuring a live remote, class previews, cooking demonstrations, and contests
- Led the grant and application process for Girls on the Run for the YMCA Tulsa. Conducted focus groups to assess need, interviewed with the national organization, and presented to the United Way
- Designed curriculum for Fit Adolescent Safety Training for the YMCA. Designed, implemented, and presented to other city wellness stakeholders

Academic and Professional Research and Publications

- ProQuest - *Examining Health Insurance Literacy for Employer-Based Health Insurance Education*
- Author for Tulsa People Magazine (Health and Wellness Education)

Academic and Professional Practice Research in Development

- Article submission to IFEBP's, Benefits Magazine

Academic and Professional Practice Presentations

- Keynote speaker for Denver's HighView Summer Glow-Up event
- Baylor Alumni Speaker Series presentation- *Empowering Change: Elevating Your Career Through Skill Development*
- Course design and lead instructor at the International Foundation of Employee Benefits Plans, Health and Benefits Conference & Expo. Designed and facilitated a 45-minute course titled, *Increasing Employees' Health Insurance Literacy Through Andragogic Principles and Transformative Learning*

WORK HISTORY

University Lecturer at Regis University – 2024-2025 Academic year

- 27 credits – Anderson College of Business and Computing
- Student advisor
- Expectation to publish

English Language Instructor at The Learning Source – September 2023 to Present

- Faculty Trainer
- Direct Instruction in English Language Acquisition
- Pre and Post-test assessment
- Implement core curricula
- Engage students with a range of skill levels

Senior People Systems Analyst at Guild, Remote – December 2022 to May 2024

- Researcher, Strategist, and HCM lead for HRIS implementation
- Workday data conversion, build and testing lead for HCM
- Lead ADP Workflow and automation projects: Change management and Project management
- Responsible for ADP Workforce Now integrations, optimization, and security
- Lead HRIS research for HRIS implementation

HRIS Data Analyst at Mercy Housing, Denver – November 2019 to Present

- HR lead for UKG Pro software implementation

- HR lead for Fresh Service ticketing system implementation
- Designed, implemented, and trained users on PowerBI HR dashboards
- Automation of processes using Microsoft Power Automate to improve multiple business processes
- Content and security administration
- Reporting and Analytics

HRIS Specialist at Sage Hospitality, Denver - March 2018 to November 2019

- Designed and implemented an HRIS training program for new hire Human Resources leaders and General Managers in the field and at the corporate office using needs-based analysis and research-based models for adult education
- Partnered with the Learning and Development Team to administer training in the LMS
- Created and implemented the system transition process for property acquisitions and departures
- Authored a companywide HRIS Monthly newsletter
- Responsible for EE01 compliance reporting
- Technical configuration and support for system forms, mapping, etc.
- Designed Leave process for 6,000+ associates

Benefits and HR Administrator at Sage Hospitality, Denver – February 2016 to March 2018

- Facilitated onboarding for all corporate employees
- Managed benefits help desk and centralized email box
- Administered company health and welfare benefits programs including 401(k)
- Participated in wellness strategizing and executed wellness plan for the organization
- Ensured FMLA and other LOA programs were administered in compliance with regulations
- Liaison between employees and benefit vendors to provide excellent customer service
- Developed and delivered benefits communications
- Coordinated with Payroll to ensure accurate benefits deductions
- Administered COBRA and ensure compliance regulations are satisfied
- Updated and maintained data in the HRIS and insurance vendor databases to ensure accurate and timely data transmittal
- Audit and reconciliation of invoices
- Processed Court Orders
- Conducted and participated in benefits surveys to benchmark against external best practices
- Remained informed regarding current and changing Federal and State regulations and legislation

Area Healthy Living Director for YMCA of Greater Tulsa - December 2013 to January 2015

- Responsible for the Health and Wellness program at all 7 branches of the YMCA of Greater Tulsa
- Responsible for an annual strategic plan with a prepared budget for all 7 locations
- Responsible for member education development and facilitation, new employee training and orientations, employee wellness, fitness operations, vendor contracts, personal training recruitment and promotion, program design and implementation, risk management, collateral design, member recruitment, public speaking, professional development, and community partnerships.

ORGANIZATIONS AND TRAINING

HighView Ambassador and Mentor
CITI Research Certification

Reading to End Racism, YWCA of Boulder
TEFL (Teaching English as a Foreign Language)

TECHNOLOGY

Workday, ADP, SAP SuccessFactors, Microsoft Office Suite and Power Apps, IBM SPSS, SharePoint, UKG, Qualtrics, WorldClass