

**Jacob Mueller, MEd**  
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## SUMMARY

- Dynamic, energetic, results-oriented professional with excellent communication, interpersonal and leadership skills and a passion for collaborative administration, human capital development and process improvement.
- Motivated team player and creative thinker with over twenty years of demonstrated management, programming and training achievements at UIC.
- Successful change manager, instructor and facilitator.
- Instructor/Trainer—Courses: CCI20, Honors 101; COM curricular consultant, Safe Zone, Trans 101

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## EXPERIENCE

**UNIVERSITY OF ILLINOIS AT CHICAGO, Chicago, IL**

**1995-Present**

**Director of Administrative Operations,  
Department of Medical Education, College of Medicine**

**September 2010-Present**

Responsible for budgeting, purchasing, pre and post grants and contract administration, human resources, facilities management and special curricular programs for Medical Education and its five constituent units, including two Masters programs, one PhD program, and multiple international programs with combined budgets of \$9+ million.

- Primary administrator for DME and for the Graham Clinical Performance Center, the Distance Education Office, the COM Office of Assessment and Evaluation, the Essentials of Clinical Medicine course, the Hispanic Center of Excellence, the Masters and PhD in Health Professions Education, and the Masters in Patient Safety Leadership.
- Develop, administer and monitor budgets, expenditures and grant proposals for all reporting units.
- Oversee all purchases, contracts and facilities issues, including refurbishing and construction for units.
- Provide consultation to the DME Department Head and reporting unit Directors on major administrative decisions.
- Create, implement and evaluate ongoing and long-term strategic planning as part of the DME executive management team.
- Coordinate the work lifecycle including recruiting, interviewing, hiring, training, evaluation and employee development for over 60 faculty and staff; hiring oversight for an additional 150+ part-time, and 40+ graduate and undergraduate student employees.
- Run the day-to-day operations of DME including space, resource, and facilities management allocation for affiliated units including ongoing events and programs.
- Unit Security Contact and Departmental Card Manager for all Units: PCard, TCard, external payables.
- Campus liaison to various committees: Master Plan, Business Managers, College HR Reps, ECO Reps.
- Serve as consultant to University Diversity Committees and programs such as Safe Zone and IGD.
- Oversee Biannual Inventory, Activity Reporting, Effort Reporting, RNUA, VSL, Space Allocation.
- Produce reports in Banner, Salary Planner, Budget Planner, EDS, EDDIE, Business Objects.
- Prepare Effort Reporting, Activity Analysis, Space Economy and grant and budget reports for the Department, Units and the College.

**Director of Operations,  
Honors College and Vice Provost for Undergraduate Affairs**

**September 2007-September 2010**

Managed all budgeting, purchasing, human resources, special events production, and facilities management functions for 11 departments with a budget of \$4+ million.

- Distributed \$1+ million in scholarships annually and serve on various scholarship selection committees.
- Coordinated all staff, student and faculty hires including search supervision and screening/conducting interviews.

- Member of College Executive Committee and Strategic Planning Committee.
- Produced programs and special events for the College.
- Campus liaison to various committees: Master Plan, East/West Space, Business Managers, HR Colleges.
- Served as consultant to College and University Diversity Committees.
- Directed rehab and new construction projects including maintenance planning, contractor relations.
- Taught Honors 101 and advise multiple student groups regarding programming and leadership skills.
- Prepared biannual inventory, AP and Faculty Activity Analysis, RNUA, VSL, Space Allocation Survey.
- Produced reports in Banner, Salary Planner, Budget Planner, EDS, EDDIE, Information Warehouse.

**Assistant Director,  
Office of Gay, Lesbian, Bisexual, and Transgender Concerns December 2000-September 2007**

- Managed all department affairs, including budgeting, human resources, accounting, and purchasing.
- Designed, implemented and produced academic, educational and social programs.
- Provided confidential counseling and mentoring to students and staff.
- Conducted diversity and sensitivity trainings throughout the UIC community and greater Chicago area.
- Created funding proposals for programs and developed and executed fund-raising initiatives.
- Served as department Webmaster, overseeing design, content and maintenance + coordination of listservs
- Supervised and trained student employees and support staff.
- Served on many campus programming and policy committees.
- Provided informal computer support to faculty and staff.

**Acting Director,  
Office of Gay, Lesbian, Bisexual, and Transgender Concerns June-December 2000**

- Managed office operations during Director search.
- Served on search committee: screened applicants and conducted interviews.
- Inventoried and assessed department condition and implemented changes to enhance office functionality.
- Conducted focus groups evaluating student needs and determined necessity for dedicated drop-in space.
- Drop-in space opened Spring 2001 with more than 50 weekly visitors by 2003—uploaded library database to website.
- Resource library (film and book) services improved via online database to 30 checkouts per week from fewer than 5.

**Assistant to the Executive Assistant to the Provost,  
Office of the Provost April 1998-June 2000**

- Assistant to the head of Academic Human Resources for the Vice Chancellor of Academic Affairs.
- Office management including supervision of six student employees and two full-time staff members.
- Liaison between reporting units and the Office of the Provost.
- Served on search committees for major administrative positions: screening and evaluating applicants.
- Staffed various policy and procedures committees, academic and student grievances, and five-year Dean reviews.
- Instrumental in revamping student grievance policy and procedures.

**Information Services Supervisor,  
Office of Gay, Lesbian, Bisexual, and Transgender Concerns June 1995-April 1998**

- Provided programming, outreach and crisis intervention support to Director.
- Developed outreach programming on diversity and equality for the UIC community.
- Built and maintained databases and mailing lists.
- Maintained and solicited donations for Office library and ran fundraising campaigns.
- Designed web pages and program guides.
- Created and administered campus listserves.

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| <ul style="list-style-type: none"> <li>❖ Conceived, produced and coordinated the Midwest Bisexual Lesbian Gay Transgender College Conference.</li> <li>❖ Supervised all ad sales, secured corporate sponsors, established vendor fair, recruited all keynote speakers.</li> <li>❖ Over 1,500 attendees established MBLGTCC as the largest student-run conference in the Midwest.</li> <li>❖ Raised over \$18,000 (net) for PRIDE student group.</li> </ul> |
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**EDUCATION**

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**UNIVERSITY OF ILLINOIS AT CHICAGO**, Chicago, IL

**Masters of Education—Curriculum and Instruction** 2013  
**Concentrations:** Adolescent Development, Urban Education

**Bachelor of Arts**, English 2004  
 Summa cum laude & Highest Departmental Distinction

<b>Mediation Certification—Center for Conflict Management</b>	<b>Certified 2017</b>
<b>Crucial Conversations Course Certificate</b>	<b>Awarded 2016</b>
<b>Lean Six Sigma Certification</b>	<b>Awarded 2014</b>
<b>University of Michigan Intergroup Dialogue Academy Certificate</b>	<b>Awarded 2013</b>
<b>Management Skills Academy, UIC School of Public Health Certificate</b>	<b>Awarded 2012</b>
<b>Mediator, Dispute Resolution and Conflict Management</b>	<b>Awarded 2011</b>

**OTHER**

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**2015 Winner of the UIC Chancellor’s Academic Professional Excellence Award (CAPE)**  
**2012 Award recognizing major contributions to the Safe Zone program at UIC**  
**2010 WOW Award (UIC award recognizing performance that well exceeds expectations)**  
**2007 Award recognizing 10 years of distinguished service from the Gender and Sexuality Center**  
**2004 Winner of the UIC Janice Watkins Distinguished Service Award**  
**1998 Award recognizing outstanding contributions to the Midwest BLGTQ College Conference**

- Member, *Chancellor’s Committee on the Status of Lesbian, Gay, Bisexual and Transgender Issues*
- Member, *UIC Dispute Resolution Services team*
- Member, *UIC HR Human Capital Committee*
- Member, *UIC Academic Professional Mentorship Program (APMP)*
- Member, *UIC College of Medicine GPPA Admissions Committee*
- Interviewer, *UIC Honors College Admissions Committee*
- Member, *UIC Lincoln Laureate Selection Committee*
- Member, *UIC Scholarship Association Awards Committee (various)*
- Member, *UIC Provost’s Working Group Committee and Cultural Competency Subcommittee*
- Member, *UIC Intergroup Dialogue Facilitators Group*
- Member, *UIC ECOReps, Campus-Wide Sustainability Committee*
- Board Member, *Illinois Safe Schools Alliance* (Founding and Present)
- Board Member, *Howard Brown Health Center Institutional Review Board* (2007-2010)
- Member, *GLSEN Education and Training Executive Committee* (2005-2010)
- Lecturer, UIC and local universities, colleges, and high schools (1999-Present)
- Presenter, conferences, community groups, churches, middle/high schools, PTA groups, counseling/treatment centers (2000-Present)
- Volunteer, *Lake Street Homeless Shelter, Evanston* (2000-2007)
- Volunteer, *Center for Independent Futures, Evanston* (2005-2008)
- Volunteer, *Robert Burns Supper, Saint Andrews Society of Illinois* (2013-present)
  
- Advisor, **PRIDE @ UIC (gltq student group)** 1996-2004
- Advisor, **Honors College String Ensemble** 2007-2010
- Advisor, **UIC OneWorld Investigative Journal** 2007-2010
- Advisor, **Red Shoes Review Literary Journal** 2008-2010

**Software:** Microsoft Office, Acrobat Pro, FileMaker Pro, Photoshop, Banner, Front End, EDDIE, EDS, HireTouch, Business Objects, Windows and Mac OS