

Jennie K. Yeow

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SKILLS & COMPETENCIES

program design and delivery • interpersonal and organizational relationship development • conflict mediation • coaching writing, marketing, and communications • project and event planning • systems thinking • organizational improvement

EMPLOYMENT HISTORY

University of Delaware

Program Manager, [Public Allies Delaware](#)

September 2008 - Present

- Co-managing 17th class of full-time AmeriCorps Members; recruit, onboard, orient, supervise, coach, and train Members (419 individuals/504 terms of service, over 750,000 hours of service, and 85% retention to date)
- Develop and manage partnerships (over 180 nonprofit and government agencies to date); responsible for both creating and growing relationships, facilitating collaboration and accountability, and providing conflict mediation
- Currently utilize University of Delaware HR Information Systems, Public Allies and AmeriCorps internal reporting systems, Salesforce, Facebook, Instagram, LinkedIn, MailChimp, Canva, Google Workspace, Microsoft 365, and Zoom; have successfully learned and implemented many new tools and systems throughout tenure
- Create, refine, and enforce policies and procedures to ensure grant compliance, fidelity of program implementation, and fiscal stewardship
- Responsible for the strategy, creation, and execution of social media content, email marketing campaigns, and the development of both printed and digital marketing collateral
- Annually plan and execute 2 events and 3 overnight retreats, and on a quinquennial basis, milestone anniversary parties
- Develop curriculum and lesson plans; facilitate workshops on topics including Asset-Based Community Development, Social Identity, Coaching, Mindfulness, Intersectionality, and Interdependence
- Design and facilitate team-building exercises and reflective practices to foster collaboration, a sense of community, and positive interdependence

Program Administrator, [Jumpstart Wilmington](#)

August 2020 - July 2021

- Contracted to support the launch of a community development program that provides training, mentoring, networking, and financing options for aspiring local developers in support of neighborhood revitalization in the city of Wilmington
- Led outreach strategy to recruit program participants for 4 cohorts, resulting in community excitement and a waitlist
- Co-developed rubric for evaluation of applicants; selected participants and provided communications and management
- Co-organized networking events for participants, alumni, and local developers; responsible for logistics and communications
- Created and facilitated an online networking platform for participants, alumni, and local developers

Programs Coordinator, [Center for Community Research & Service](#)

September 2006 - August 2008

OTHER EXPERIENCES

[Wilmington Learning Collaborative](#) • Founding Council Member and Secretary

January 2023 - June 2024

Selected to represent Red Clay Consolidated School District families on governor's council; played key roles in community and stakeholder communications and engagement, development of by-laws, identification of legal council, early budgeting, hiring of executive director, council communications and organization, meeting management, and branding

[Building People Power](#) • Volunteer, Communications Team

October 2021 - February 2023

Created social media content, email campaigns, and printed and digital marketing collateral to support several local issue campaigns, including S.A.F.E. Schools, The H.O.M.E.S Campaign, Black Mothers in Power, The Campaign to End Debtors' Prison, and Delaware Campaign for Fair Policing

[Friends of Tilton and Cool Spring Parks](#) • Member and Treasurer

November 2018 - June 2023

Worked alongside a community organizer and neighbors to secure funding for water remediation and playground improvements in two city-managed parks

[William C. Lewis Dual Language Elementary School](#) • Parent Volunteer

September 2018 - June 2024

Collaborated with fellow parents and caregivers, teachers, and administrators to plan and execute schools events, obtain in-kind donations, and advocate for the school; organized meetings and volunteers and created and distributed communications

[Lockman](#) for State Senate • Campaign Manager

September 2017 - August 2018

Managed a team of coordinators across key areas, oversaw day-to-day operations, and contributed to a grassroots effort that successfully engaged the community, challenged a 40-year incumbent, and secured 56% of the vote

[Network Delaware](#) • Founding Member and Coordinator, Leadership Development Team

November 2016 - March 2018

Co-led the leadership development training pillar of a grassroots nonprofit; designed several training series and built partnerships, contributing to the creation of systems and curricula still in use; created social media content and marketing collateral

[Urban Bike Project of Wilmington](#) • Founding Board Member

January 2007 - December 2012

CERTIFICATIONS

[Certificate in Nonprofit Leadership](#), University of Delaware

May 2025

[Certificate in Basic Mediation](#), University of Delaware

November 2023