

Juliet A. Ogembo

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EDUCATIONAL BACKGROUND:

- Certificate Program, Dispute Resolution** Jun. 2015 – Aug. 2015
Hamline University, School of Law, St. Paul MN
- Courses: Theories of Conflict, Mediation (Qualified, per MN Rule 114), Negotiation, Arbitration, Cross-Cultural Dispute Resolution, and Mediation Clinic.
- Master of Laws (LL.M.), International Law** Sep. 2013 – Nov. 2014
University of Edinburgh School of Law, Edinburgh, Scotland UK
- Courses: Fundamental Issues in International Law, Diplomatic Law, Global Crime and Insecurity, Human Rights and Conflict Resolution, Inter-State Conflict and Humanitarian Law
 - Dissertation title: “Spoilers, Peace Agreements and Human Rights Law”
 - Case studies: The Comprehensive Peace Agreement for Sudan and The Arusha Peace and Reconciliation Agreement for Burundi
- B.A., International Relations Major & Communication Studies Major** Aug. 2009 - Dec. 2012
St. Cloud State University, St. Cloud MN. Cum Laude Honors
- **British Studies:** Alnwick, England Study Abroad Participant (May 2011- July 2011)

INTERNSHIPS/ VOLUNTEER EXPERIENCE:

- Research Assistant – Nonviolent Peaceforce (Remote)** Nov. 2015 – Present
- Assisting two directors and the senior advisor of the organization with research on the need for Unarmed Civilian Protection in conflict related to Park Rangers in national parks globally.
 - Taking meeting minutes during each conference call, and writing summary report for the presentation of the research.
- Outreach Volunteer – Idealist.org/Action without Borders (Virtual)** Nov.2015 – Present
- Outreach pilot program to keep the local NGOs engaged in the Idealist.org network.
 - Send communication to inactive and unregistered organization in my metro area.
 - Provide training to the organizations for posting jobs, internships and other opportunities.
- Volunteer Mediator – Dispute Resolution Center (St. Paul, MN)** Jun. 2015 – Aug. 2015
- Provide mediation services at the Ramsey County Court in St. Paul MN (Housing and Conciliation cases). Three or two mornings a week for 3hrs each day.
- International Justice Intern – Advocates for Human Rights (Minneapolis)** Sep. 2014 – Dec. 2014
- Assisted with research on conflict and human rights projects by the Advocates. Tasks included translating documents, writing up report summaries for the website, and other administrative duties as assigned (i.e. reception desk)

SKILLS:

I.T. Skills: Microsoft office (Excel 87% , PowerPoint, Word – 70%, Outlook), data entry 6800/KPH @100% accuracy, 42 WPM. Google Docs. SmartBase Database and nLink Database.

Languages: English (Fluent), Kiswahili (Native), French (Intermediate)

EMPLOYMENT SUMMARY:

- Channel Support Representative – Amano McGann (Rosville, MN)** Feb. 2016 - Present
- Provide superior customer service to our Channel Partners consisting of Branch Offices and Dealers

- Process sales and purchase orders for Channel Partners, ensuring accurate input into Dynamics and JD Edwards systems as applicable
- Respond to questions via e-mail and phone on issues with pricing, invoices, and other inquiries
- Other duties as requested

Customer Service Representative – Tornier/Wright Medical (Bloomington, MN) Aug. 2015 – Feb. 2016

- Phone and email triage as it pertains to orders, invoicing, and purchase orders, and general inquiries
- Process complaints and service issues according to Wright’s Standard Operating Procedure
- Assist Tornier’s international partners with transfers, invoicing, and inventory.
- Provide reports and data to field service reps as directed by supervisors
- Assist in special projects as directed by supervisors and managers (ie. missing information; data progression)
- Other duties as requested

Patient Support Specialist – Medtronic (Contract) (Fridley, MN) Feb. 2015 – Aug. 2015

- Provide customer service to Medtronic’s Neuromodulation patients and our local field representatives
- Receive/place incoming and outbound calls to prospective patients regarding therapy awareness, education and provide support tools to assist with the navigation of the care continuum
- Track and report patient consents by therapy to Marketing, Commercial Operations and/or to other department/leadership.
- Perform all administrative support requests for National Users, field employees, internal and external customers with tact, diplomacy, discretion and good judgment.

Administrative Assistant/Receptionist – Feagre Baker Daniels LLP (Minneapolis) Dec. 2014 – Feb. 2015

- This was a temporary position through Humera Staffing Agency (Short term)
- Operate switchboard; Greeted and directed guests
- Assisted in maintaining meeting room manager system
- Sorted and delivered incoming mail; Processed outgoing mail and packages
- Assisted with other hospitality needs and administrative duties as requested

Receptionist - Caroline Rose Consultancy (Edinburgh, Scotland) Feb. 2014 – Aug. 2014

- Performed day-to-day administrative duties (mail, greeted and directed visitors, multi-line phones, scheduling, e-mail, etc...) at different offices around Edinburgh (Cornelian Asset Managers, Chiene and Tait Chartered Accountants, etc).

Insurance Representative (Wells Fargo) – Office Team (Minneapolis, MN) Feb 2013 – Aug. 2013

- Wells Fargo Business Insurance: Served clients around the U.S. Processed 200-300 calls a day on business insurance inquiries with business owners around the country.

Peer Advisor at St Cloud State University Education Abroad Office (St. Cloud, MN) Aug. 2010 – Dec. 2012

- Provided administrative Support to the Director of International Education including filing, faxing, scheduling, data entry, and supporting the application process (Data entry, filing)
- Gave classroom presentations about all the available study abroad programs
- Advised students on any program according to their interest, major, and other course work requirements

LEADERSHIP/ ORGANIZATION EXPERIENCE:

Twin Cities Rotaract (Rotary Club) May 2015 – Present

- Member
- Community engagement through volunteering and attending monthly meetings with visiting speakers.

Student Member of Community Anti-Racism Education Initiative (iCARE) Aug. 2010 - 2012

- Meet every third Thursday of the month.

- Attend antiracism conferences held across Minnesota
- Keep Student government engaged on the issues of racism on campus

Student Representative of the SCSU Strategic Planning Committee

Fall 2011 - 2012

- Attend meetings every bi-weekly
- Engage in discussions as the voice of the student body

Diversity Specialist (Minnesota State University Student Association)

Jun. 2011- Dec. 2012

- Attend all MSUSA weekend long conferences, and annual Leadership and Diversity Conference.
- Do an end-of-year report to help recognize achievements and make recommendations for the future position holder
- Assist the Campus coordinator with putting on events on campus to get the association's name out there and all the diversity student organizations on campus and take up any concerns to the state level.

Student Representative of Diversity Award Review Committee (MnSCU)

Spring 2012

- Looked over applications submitted by State Universities and provide feedback from a student perspective

Lead Teacher's Assistant for Communication Studies

Fall 2012

- Assist and facilitate day-to-day classroom operations (including grading and group discussions) of Teaching Assistants and organize professors' class materials.

REFEREES

Name: Lisa Gibbs (Former Peer/Recruiter)

E-mail: lisa.barthel@mydolphingroup.com

Phone: 651-338-8870

Company: Humera, Dolphin Group Companies

Name: Paula Tompkins (Former Proffessor)

E-mail: pstompkins@stcloudstate.edu

Phone: 320-308-4982

Company: St. Cloud State University

Name: Eddah Mutua-Kombo (Former Proffessor)

E-mail: emmutuakombo@stcloudstate.edu

Phone: 320-310-6206

Company: St. Cloud State University