

**Linda Kay Ricketts, Ed.D.**  
2101 Shoreline Dr. #411, Alameda, CA 94501 USA  
510 768 8948  
510 701 9747 (cell)  
[rickli00@aol.com](mailto:rickli00@aol.com)  
[www.rickettsandassociates.com](http://www.rickettsandassociates.com)

## PROFILE

Experienced manager, expert instructor and facilitator, adept at developing inclusive learning environments that enhance the effective communication of ideas and solutions in multi-cultural environments. Results oriented self-starter and motivating force behind any team effort.

## ACADEMIC EXPERIENCE

**Samuel Merritt University**, Oakland, CA. Diversity consultant to the president. Conducted needs analysis for president's management team. Designed and delivered a communications training program for the president's council and selected staff.

**Oakland Small Schools Project**, Oakland CA. Part of a teaching team in an after-school program serving the East Oakland elementary school, Think College Now community.

**Center for Civic Education**, Washington, DC. Certified instructor for the Project Citizen and We The People curricula for middle school and high school aged students which prepared them for participation in mock congressional debate competitions.

**Stanford University**, Stanford, CA: School of Medicine. Project Manager for a wellness research project (GEMS) conducted in the African American community of the East Bay.. Responsible for three fulltime and 6 part-time staff members.

**University of San Francisco**, San Francisco, CA: Adjunct Faculty teaching in the undergraduate School of Public Administration teaching: *Introduction to Public Administration*, *Human Resource Management*, and *Organizational Design and Theory*.

**University of California Berkeley**, Berkeley, CA: Adjunct Faculty, and course designer for the Department of Worldwide Programs, offering classes in the United States and abroad.

**Merritt College**, Oakland, CA: Consultant to the president. Provided one-on-one coaching for the president, designed and instructed a series of courses in leadership cross cultural and interpersonal communications strategies for the management team.

**California State University Hayward**, Hayward, CA, **Franklin College** and **Martin University of Indianapolis, In**: Guest lecturer, undergraduate international business and education programs.

**Oakland Unified Schools**, Oakland, CA: Taught in the BayMart business marketing program. Created the 'Choices Seminars' mentoring program for high school students .

**Clarke College**, Indianapolis, IN.: Instructor of speech communications and basic principles of presentation for negotiation, and delivery of summary data. Instructor teaching political science for second year students analyzing contemporary public administration issues.

### NON-ACADEMIC PROFESSIONAL TRAINING EXPERIENCE

**Ricketts & Associates, Intercultural Communication Services**, San Francisco Bay Area: International and multicultural education specialist and principal consultant teaching customized courses focused on enhancing the learning experience with culturally relevant teaching strategies, multicultural modalities and skill practice in cross cultural literacy.

Some Clients include:

- **Physician's Interactive**, Marlboro, MA. Designed an on-boarding interactive training tool for customer service representatives in India and in the U.S. Delivered 3 courses via webinar training to the India team .
- **International Human Rights Organization Education Center**, Colombia, South America. Contracted by the U.S. Embassy to conduct teacher workshops for the ministries of education in Bogota, Calle and Medellin, and simulcast throughout Latin America.
- **Idaho Human Rights Education Center**, Boise, ID: Contracted each year for the past 4 years to design and conduct workshop training for 'creating culturally inclusive classrooms' for the annual Summer Institute for public school teachers.
- **Peer Group Inc.**, Edison, NJ: Interpersonal communications course development and training delivery for pharmaceutical sales teams. Focus: the GAP Analysis.
- **Indiana State Department of Public Instruction**, Indianapolis, IN: Speaker and panelist on international education strategies.
- **U.S Forest Service**, Northern CA: Leadership course development and delivery, experienced administrator of the DISC profile system. Trainer for annual regional conference.
- **Jack London Aquatic Center**, Oakland CA: Recruiter for the first multi-ethnic high school women's rowing team for the City of Oakland.
- **City of San Francisco**, Department of Telecommunications and Information Services, CA: Designed and delivered interpersonal communication skills course for the executive leadership and direct line managers of the IT department.
- **Port of Oakland, Oakland**, CA: Course developer and instructor for two 3-credit hour business communications courses.
- **Decker Communications, Inc.**, Francisco, CA: Certified training instructor in *Effective Communications*, serving large and mid-sized companies throughout the U.S., and in Canada.
- **Inventure Institute**, Atlanta GA: International Training Consortium, Secretary, and Training Instruction serving clients in the United States, Africa and the Caribbean.
- **Corporate Scenes Inc.** Berkeley, CA: Certified training instructor in *Active Communicating* for corporate clients in public and private sector.

### CORPORATE EXPERIENCE

**AT&T Communications**, San Francisco, CA: Network engineering, fundamental planning and product manager. Training instructor and promotions manager for sales and marketing major and national account teams.

### **Memberships and Associations**

**Rotary International**, Oakland, CA: District Scholarship coordinator the Cultural Ambassador scholarship and the World Peace Fellowship programs providing global education opportunities for graduate and post graduate students.

**The MOSIAC Project**, Oakland, CA: Board of Directors; a non-profit organization that teaches fifth grade students the skills of conflict mediation and resolution.

**Black women Organized for Political Action - BWOPA**

**National Association for Multicultural Education – NAME**

**National Association for the Advancement of Colored People - NAACP**

**California Association of African American Superintendents and Administrators - CAAASA**

### **EDUCATION**

**Doctor of Education** – University of San Francisco, San Francisco CA

*Concentration:* International and Multicultural Education

**Master of Public Affairs** - Indiana University, Indianapolis, IN

*Concentration:* Management of Public Affairs

**Bachelor of Science** – Indiana University, Indianapolis, IN

*Concentration:* Metropolitan Studies

### **Training Certifications**

**MBTI / CPI 260®** - Personality and leadership assessments tools

**DDI** - Development Dimensions International

**DISC** Profile Assessment tool

**Decker Communications** – Effective Communication

**Corporate Scenes** – Active Communicating

### **Hobbies & Interests**

**Traveling;** Africa, Japan, France, Mexico, and Caribbean Islands.

**Sailing;** British Virgin Islands, Seychelles Islands

**Performing Arts.** Professional Vocalist, stage and studio; Gospel, Jazz, Ballads and the Blues. Performed Carnegie Hall in February 2012

### **References**

[www.youtube.com/dr\\_linda\\_ricketts](http://www.youtube.com/dr_linda_ricketts) (2 interviews posted)

Excellent personal and professional references will be provided upon request.