

Felicia M. Sullivan, Ph.D.

200 Market Street - Unit 517 | Lowell, MA 01852 | (978) 758-2363 | me@feliciasullivan.net

SUMMARY

Nonprofit leader with over 20 years of experience in executing impactful research, evaluations, and learning interventions in mission-based, educational, social enterprise, and philanthropic environments. Able to surface insights for organizational learning and decision-making. Core content knowledge related to technology enabled learning, equitable workforce advancement, IT sector on-ramps, scaling performance assessments for soft skills, and youth development. Selected achievements include:

- Design and delivery of nearly 4 dozen evidence-based studies to inform national programs & policies
- Generation and management of over \$6M in grants and contracts
- Simultaneous supervision of multiple research and evaluation teams

EXPERIENCE

	Jobs for the Future	Boston, MA
Oct 21 – present	Director, Research, Evaluation, and Analytics	
Mar 18 – Sep 21	Associate Research Director Senior leader with research group working cross-functionally in 350+ national nonprofit with \$100M+ budget. <u>Key Achievements:</u> <ul style="list-style-type: none">• Lead a portfolio of 12 active evaluation and impact measurement projects related to workforce and education interventions for low-wage worker economic mobility with a focus on implementation of edtech products; accountable for 8 researchers and analysts• Principle investigator on \$1.3M, three-year research practice partnership funded by the Hewlett foundations to explore scaling of soft skills in K-12 systems• Awarded over \$1.4M for evaluation services in support of leading corporate social responsibility office in a Fortune 500 company• Produce dozens of high-impact reports, data visualizations, performance dashboards, impact measurement frameworks, learning agendas, logic models/theory of change documents, and field-facing communications to aid decision-making and program improvements for educational and workforce outcomes• Initiated implementation and adoption of new technologies, including generative AI, and research processes for 15 member team	
	Tufts University	Medford, MA
Jul 12 – Feb 18	Senior Researcher, Center for Information and Research on Civic Learning and Engagement Led efforts in a fast-paced and productive research environment using diverse methods and research/evaluation designs towards high-level impact in practice and policy domains towards improved opportunities for youth civic and political engagement. <u>Key Achievements:</u> <ul style="list-style-type: none">• Guided 20+ research and evaluations projects using diverse designs and methods working with a 4-person action research team and external partners• Translated research into field facing products such as an online seminar with 80+ participants and interactive maps and data visualizations• Won over \$200K in funding via grants and consultant contracts	
	One Lowell	Lowell, MA
May 09 – Oct 11	Manager of Operations and Programs Administered operations and program reporting for a social justice-oriented immigrant advocacy organization serving Lowell, MA. <u>Key Achievements:</u> <ul style="list-style-type: none">• Controlled financial processes of a \$400K+ operating budget; maintained financial and reporting compliance for government contracts• Guided collection of data and evaluation materials for school-based program serving 100+ “at-risk” youth; advised executive leadership• Implemented broad range of communications – web, print, audio, video, social networking	

Oct 06 – Mar 08 **Organizers' Collaborative** Boston, MA
Executive Director
Strategically directed grassroots nonprofit dedicated to sustaining and supporting the training and technology needs of grassroots advocacy organizations. *Key Achievements:*

- Executed annual conference with over 170 participants; generating \$16K in revenue
- Reorganized financial reporting systems to track expenditures of \$150K budget by project
- Transitioned organization from founder's organization; established new partnerships

Mar 03 – Jan 06 **Lowell Telecommunications Corporation** Lowell, MA
Mar 00 – Oct 03 **Director, Community Programming**
Mar 97 – Mar 00 **Director, Lowell Community Technology Consortium**
Director, Computer Resource Center
Orchestrated activities of department in an active community media arts center serving over 400 members and 45 community-based organizations. *Key Achievements:*

- Generated 15% of total revenue for organization; awarded successful \$1M grant from US Department of Education; Matched with additional \$560K in resources (in-kind and cash)
- Offered over 40 discrete training programs per year serving over 1700 individuals within a multicultural, working-class, urban community
- Produced an average of 4 hours of TV content a month highlighting local nonprofit, arts, and ethnic communities
- Led the expansion/upgrade of organization's IT resources from a peer-to-peer to a client-server LAN increasing communication & productivity for over 60 individuals
- Built partnerships with over three dozen local non-profits; provided consulting services; & advocated for technology access & education within the broader community

*Additional experience includes **Adjunct Professor** at University of Nebraska Omaha teaching on the nonprofit sector in the School of Public Administration and **Education Director** for the Boston Film-Video Foundation.*

EDUCATION

Doctor of Philosophy, Public Policy – University of Massachusetts Boston – Boston, MA
Master of Sciences, Public Policy – University of Massachusetts Boston – Boston, MA
Master of Arts, Media Studies – New School for Social Research – NY, NY
Bachelor of Arts, Government – St. Lawrence University – Canton, NY
Graduate Certificate, Educational Research Methodology – University of Illinois Chicago – Chicago, IL

SKILLS

Research/Evaluation – Mixed designs, performance measurement system design, logic models/theory of change creation, multiple evaluation approaches (developmental, utilization focused, implementation, impact/effectiveness), experienced in participatory and culturally responsive approaches
Technical – Data Visualization (Domo, Tableau, Looker, ArcGIS, Gelphi SNA), Statistical Modeling (SPSS, Stata), Generative AI (ChatGTP, Midjourney), Survey (Alchemer, Survey Monkey, Qualtrics)
Communications – Video and Audio Production, Web Development (Wordpress, PHP, HTML, CSS), Google Analytics
Operational – Salesforce/CRMs, NetSuite, Adaptive Planning/Workday, AWS virtual servers

SELECTED ORGANIZATIONAL LEADERSHIP

President, Mass Media Fund (Jun 2021-pres)
Secretary & Development Committee Chair, Lowell Community Charter Public School (Jun 2017-Jun 2023)
President & Board Member, 119 Art Gallery, President, Board of Directors (Dec 2004-Apr 2014)
Treasurer, Organizers' Collaborative (Mar 2008-May 2012)
Board Member, Lowell Telecommunications Corporation (Jan 2008-Nov 2013)
Marketing Committee Chair, Non-Profit Alliance of Greater Lowell (Nov 2001–Jan 2003)
Secretary, Member Services Co-Chair, & ED Search Committee Member, Community Technology Centers' Network (Jun 2001 – Jun 2004)