

# LaJuan D. Tucker

## Education

### **Duke University**

*Masters of Environmental Management*

Fall 2018 - Spring of 2020

Program Management for Environmental Professionals, Ecosystem Science and Management, Economics of Environmental Management, Community-Based Environmental Management, Environmental Policy, Environmental Justice, Professional Writing, Science of Climate Change, Theories of Environmental Management, Built Environment: Community Design for Health and Sustainability. Master's Project: Piloting Leave No Trace with People Experiencing Homelessness

### **Dartmouth College** Hanover, NH

September 2004-June 2008

*B.A. in History and Psychology*

Coursework included: Native-American and African-American history and literature, Ecology, Forensic and Abnormal Psychology. Researched the social, class and racial factors of addiction. Completed Dartmouth Partnerships in Community Service Internship to develop counseling and mentorship programs on the Navajo Reservation.

## Relevant Work Experience

### **City of Austin Parks and Recreation Department**, Austin Texas

Feb 2020-Present

*Environmental Program Coordinator--Wildlife Austin and Austin Nature Preserve System*

Serve as liaison for interdepartmental and interagency projects related to workforce development, Coordinate regional wildlife conservation efforts, provide education and outreach regarding natural systems and as coordinator or liaison for interdepartmental and interagency issues and projects communicate natural resource project and program information to internal and external customers. Assist in management or resolution of interdepartmental and interagency conflicts, Develop/establish service agreements with other programs, departments and agencies, Develop and manage contracts, manage and review environmental remediation plans, provide technical advice and assistance to City management, staff, contractors, and businesses on wildlife conservation efforts, assist in the development and adoption of new City Code regulations, policies and procedures related to tall grasses and wildlife habitat gardening, Assist in development of new/revised interdepartmental or interagency protocol or procedures, Review, evaluate and recommend revisions to technical reports, studies and contract documents, review site plans, environmental site assessments and stormwater/effluent discharge proposals, evaluate existing conditions, collect samples, interpret sampling data, and develop corrective action plans, Assist in the development of short and long range plans and land management plans, Prepare written reports, memoranda, letters, RFP/RFQ/IFBs and Standard Operation, Assist in the development and monitoring of budgets, Attend City Council, Board, Commission Meetings, etc. as a City/Department staff representative, Respond to requests from the media

### **City of Austin Parks and Recreation Department**, Austin Texas

November 2018- Feb 2020

*Programs Supervisor--Austin Nature and Science Center and SPLASH! Exhibit*

Plan, develop, organize, evaluate, manage, and monitor the Austin and Nature Science Center and SPLASH! Exhibit, Hire, train and coach programming staff, manage programming budget, oversee the promotion and marketing of programming, Manage and oversee the safe operation, maintenance and usage of the facility, collections, grounds, and equipment, Identify needs for program changes and additions, Solicit funds and other resources for programs and facilities, Prepare memos, correspondence, reports, grants and proposals, Consult on exhibit design, land management planning, Develop and coordinate sustainable risk reduction by teaching Leave No Trace principles to people experiencing

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homelessness on public land, Coordinate fuel reduction within Zilker Preserve and Austin Nature and Science center, Coordinate interdepartmentally for natural resource management.

**City of Austin Parks and Recreation Department, Austin Texas**

January 2017- November 2018

*Program Coordinator--Natural Resources Division*

Develop wildlife conservation educational and research partnerships, create marketing material for Wildlife Austin and the park ranger unit, edit and create web content, promote sustainable gardening practices that are beneficial to wildlife, maintain the City of Austin as a certified Wildlife Habitat, supervise temporary employees, analyze land management practices on public land, facilitate monarch butterfly conservation efforts, launched interdepartmental working group to align city practices with monarch conservation efforts, drafted passing city council resolutions, lecture landscape professionals and homeowners on sustainable and Firewise gardening, edit newsletters, author wildlife articles for the *Trebune* and *Habitat Herald*, featured on the *Park Leaders Podcast*, secure training for new park rangers and temporary staff, formalized ranger program curriculum and training courses, launched online platform for the Pollinator Garden challenge, present before parks board updates on Leave No Trace Campaign, develop, manage and successfully open Park Ranger Station at Zilker Cottage outreach center, Provide emergency response in natural disasters including coordination with Travis County Mobile Crisis Outreach Team, preparation of budgets, purchasing submission of purchase request for supplies.

**City of Austin Parks and Recreation Department, Austin Texas**

April 2014- January 2017

*Park Ranger II: Wildlife Austin and Training Coordinator --Natural Resource Division*

Examine park ranger policies and procedures for legal compliance, recruit and interview new and temporary staff generate voluntary compliance with park rules, train park maintenance staff in sustainable land management practices and plant identification, develop training plans for park ranger unit, develop interpretive content, forge partnerships with nonprofit partners to collaborate on park maintenance projects and promote stewardship, serve in an emergency management capacity for natural disasters, resolve park patron complaints and request for service, completed Supervisor Academy

**Texas Conservation Corps--AmeriCorps, Austin, TX**

*Crew Supervisor and Crew Leader*

Nov 2012-April 2014

Manage field projects, teach and supervise conservation practices to volunteers and youth crews, conduct lessons, develop educational material, manage local emergency response, trail construction, landscape design, felling and clearing, fire line and fuel break construction, natural habitat restoration, skid-steer and roller packer operation, collect data for multimedia updates, recruit, advertise, fundraise, train chainsaw safety, develop reports for member and project tracking, serve as liaison between TxCC, project partners and volunteers, develop orientation materials for new members, teach and practice Leave No Trace Principles, Selection, training, evaluation, counseling, and recommendation for dismissal for staff.

**Honda/Acura Financial Services, Irving, TX**

May 2009— June 2012

*Subject Matter Expert*

Train all new department staff, report trainee progress and make recommendations for terminations or future training, update operating procedures, conduct follow up training for tenured staff, deliver department presentations, communicate department policy changes, create and update spreadsheets and databases, research and resolve contract discrepancies, de-escalate customer complains, ensure balloon contract compliance, act as liaison between third party vendors, customers and personnel, mitigate residual losses by facilitating repossession of lease and balloon contract vehicles and the negotiation of damages owed.

*Customer Marketing Representative II (CMR)*

Follow up with lease clients near the end of term in order to facilitate courteous and efficient transition into new vehicles. Provide customers with alternative lease-end options such as purchasing or trading vehicles. Resolve customer disputes and answer new vehicle inquiries in order to increase brand loyalty. Increase company profitability through positive

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lease-end interactions. Demonstrate CMR responsibilities through side-by-side training with new associates. Served as host for visiting Japanese assistant to the VP for Honda Motor Company.

## *Titles Analyst*

Accurately and efficiently research title laws and title histories following individual state government regulations concerning title errors, lien releases, and repossessions before selling vehicles at auction. Responsible for departmental inventory and company reports concerning titles on unsold vehicles.

## *End of Term Collector*

Contact customers after lease termination to collect end of term balances, negotiate payment arrangements, educate customers on account termination procedures and lease end requirements.

## *Vehicle Service Contract Specialist*

Follow-up on vehicle service contract cancellations of charged off and repossessed accounts. Acted as a liaison between financial services, dealerships, warranty companies and customers to ensure timely cancellation of vehicle service contracts to facilitate debt resolution.

## **Dartmouth Dining Services** Hanover, NH

September 2004 – June 2008

### *Student Manager*

Supervised student employees, facilities maintenance, customer service and food preparation. Responsible for end-of-business cash handling and accounting. Recorded and managed kitchen and store inventories. Organized and coordinated deliveries and inventories. Hired and trained all new staff. Responsible for student shift scheduling and required to replace shifts when necessary. This work-study position involved 25+ hours per week commitment.

## **Philadelphia Municipal Court** Philadelphia, PA

Summer 2004 and Summer 2005

### *Intern (Sponsored by the Beasley Firm)*

Filing, organizing and faxing court documents, observing court procedures and occasionally held responsibility for recording court proceedings, Observe county lock-up and transportation procedures for offenders.

## **Certifications**

Leave No Trace Master Educator, Certified Interpretive Guide, Habitat Steward Host, Landscape for Life Trainer, Project Learning Tree Trainer, Texas Parks and Wildlife Angler Instructor, Wildland Firefighter Training S130, 190 S212, Wildland Fire Behavior S190, Intermediate Wildfire Behavior S-290, Wildland Fire Chainsaws-S212, Wilderness First Responder, First Aid, Infant and Adult CPR and AED, Mental Health First Aid, Permaculture Design Certificate

## **Awards, Recognition and Panels**

2020 Austin Parks Foundation Panel: "Parks for All: Promoting Equity in Austin's Parks", 2019 National Parks and Recreation Association Annual Conference: "Wildlife Conservation in Parks and Communities: Institutionalize Wildlife Conservation in Park System through Municipal Wide Planning", City of Austin Parks and Recreation Director's Award of Excellence 2018, Feature in *Hot House Podcast: Conservation and Identity* 2018, 2015 Conservation Award by the Texas Recreation and Parks Society Central Region, [The North Face's Never Stop Exploring Campaign](#), Parks and Recreation Outstanding Recognition Award City of Austin 2017, Featured in [Park Leader PodCast](#), [Hot House Podcast](#), Independent research "Racialization of Addiction and Crack Cocaine" and "Racism and Racial "Uniformity within the Cherokee Nation", Dartmouth Partnerships in Community Service Internship Award (Navajo Nation)

## **Community Service and Other Experience**

### **National Public Lands Day** Austin, TX

Ongoing Annually

#### *Volunteer*

Acted as host organization with Texas Conservation Corps, Coordinated work sites for over 25 locations in Austin Texas, managed volunteer projects.

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- It's My Park Day** Austin, TX Ongoing Annually  
*Volunteer*  
Bartholomew Park--volunteer management, removal of invasive species from waterway.
- Martin Luther King Day of Service** Ongoing Annually  
*Volunteer*  
Coordinate volunteer and community service projects for the Montopolis community.
- McKinney Falls/Onion Creek Flood Restoration** Fall 2015, 2017  
*Field Leader/Sawyer*  
Remove flood debris from McKinney Falls State Park, fell hazardous trees, buck and limb large downed trees. Coordinate local youth groups to assist in flood restoration.
- Cathedral of Hope UCC** Dallas, TX Feb 2010- May 2015
- Coat of Colors Leadership Team--
  - Television ministry-Camera Operator
  - CoH Prison Ministry
  - Strategic Planning Committee--Participant
- Grey Hills Academy HS Service Learning Center** Tuba City, AZ January 2007 – March 2007  
*Tutor and Counselor*  
I was awarded this opportunity through the Dartmouth Partnerships in Community Service Grant. Tutored and mentored high school students. Coordinated and facilitated adolescent drug and alcohol prevention, rehabilitation, and reintegration program. Provided in-class and after-school academic tutorials. Created and participated in recreational activities. Participated in Teaching Enrichment courses.
- Rosemont College RISE Program** Rosemont, PA June 2007 – July 2007  
*Counselor*  
Counseled high school students. Tutored and mentored participating students. Mediated between students and teachers. Consulted staff and faculty concerning student needs, coordinated student educational and recreational activities.
- Intellectual Pursuit** Philadelphia, PA October 2008- February 2009  
*Mentor and Tutor*  
Tutor in mathematics, Language Arts, science, reading, writing, social sciences and college preparation. Create and administer academic assessments, construct academic improvement goals, produce assignments on targeted areas using PLATO education system, correct and proofread homework assignments, train students in note taking, public speaking and diction, mediate conflicts between students, parents and teachers, encourage positive behavior in school by serving as a mentor and advisor, aid students in the formation of confidence to improve their academic career.
- Academy of Natural Sciences** Philadelphia PA Jan. 2000 – June 2002  
*Greeter*  
Received formal training about the life cycle, species, habitat and care of all butterflies and moths within the Academy's Butterfly Exhibit. Fed and maintained insect population. Led informational tours of the exhibit.
- Cobbs Creek Community Environmental Education Center** Philadelphia PA Sep. 2001 – Sep. 2003  
*Community Youth Research Scholar*  
Conducted original research project entitled "Searching for *Callinectes sapidus*: Do Blue Crabs Exist in Cobbs Creek?" Designed experiments to aid in the environmental protection of Cobbs Creek. Participated in a community presentation of

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research findings. Advocated for the protection of Cobbs Creek and dependent flora and fauna. collected data on temperature, salinity, water samples and pollution contents on both Darby and Cobbs Creeks. Analyzed data to determine the proper conditions for *Callinectes sapidus* habitation. Led creek restoration efforts, wrote formal recommendation for restoration efforts within the study area.

## **WHYY Public Broadcasting Student Leadership Panel**, Philadelphia, PA Jan. 2002 – Aug.2002

*Volunteer WHYY Teen Councilmember*

Served on a student panel conducting research and discussions concerning the effects of stress on teens and the different coping mechanisms utilized in managing stress. Aided in the production of a WHYY television show.

## **Minority as Student Teacher (MAST)**, Haverford College, Haverford, PA Sept 2001 - June2003

*Student Leader*

Attended writing and science classes within lab training. Completed lab experiment involving DNA and dissections. Completed group and individual lab reports on experiments. Researched the effects of Taxomifin effects on cancer cells. Presented research and results to MAST program leaders and the scientific community at Haverford College. Lead student groups on field research techniques relevant to areas of study.

## **Youth Drive Service Learning Center (YDSLCL)** , Overbrook HS, Philadelphia, PA Sept 2000 – June 2004

*President and Founder*

Organized Overbrook High School service learning projects. Planned and implemented the annual celebration of Earth Day. Worked in partnership with City Year to create projects centered on school facility improvement. Renovated Service Learning Center. Fundraising and grant writing to secure computer center, Environmental Library, indoor and outdoor school beautification projects. Created freshmen mentorship and tutoring program. Coordinated the annual celebration and formal observation of Dr. Martin Luther King Day by organizing community service projects. Chose student leadership team and developed monthly and yearly YDSLCL agenda. Facilitated service learning training for all new volunteers. Lead volunteer field projects.

## **Project 540 Civil Action Group**, University of Pennsylvania, Philadelphia PA Sept 2002 – June 2004

*National Leadership Team, President of Overbrook HS Leadership Team*

Serviced on the National Leadership team to develop national goals, pamphlet and training material construction. Traveled to Racine, WS for National Leadership Conference. Traveled to Chicago, IL as regional student leader. Facilitated public relations meetings and forums to educate school officials. Served as President of school leadership team. Conducted meetings with principles, coordinators and administrators to develop civil action plans.

## **Overbrook High School Mock Trial Team** Sept. 2003- June 2004

*Captain*

Lead the Overbrook HS Mock Trial Team to a State Championship. Received Outstanding Achievement award from the Pennsylvania House of Representatives. Conducted mock civil and criminal trials for judges, lawyers and legal officials.

## **Dartmouth Alliance for Children of Color (DACC)**, Hanover, NH Sept. 2004-June 2008

*Volunteer*

Served at the monthly events providing grooming and child care services for Children of Color in the Upper Valley region.

## **Dartmouth College African American Society**, Hanover NH Sept. 2004-June 2008

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## *Member*

Attended weekly meetings, voted in yearly elections. Hosted program events around diversity, sexuality and religion. Conducted African American Society dinners. Worked to create an alliance between Native Americans at Dartmouth (NAD) and the AAS. Spoke with Dartmouth College officials concerning African American Affinity housing preservation. Aided in African American student outreach and visibility programs with the Hopkins Center of Art and the Hood Museum.

## **Dartmouth College Miniversity** March 2007, March 2008

### *Instructor's Aide—Navajo Language*

Assisted in the preparation of the Navajo language course. Helped with in class language and cultural exchange.

## **Dartmouth College Fly-Fishing and Fly-Tying Class** March 2007, March 2008

### *Student Instructor*

Provided fly-tying and fly-fishing instruction. Learned basic entomology of trout food and lifecycle. Learned safety and tactical procedures to effectively catch trout. Practiced fish identification. Coordinated stream restoration efforts for class participants.