

Dr. Juliet London Ph.D.

Objectives:

Transformational leader with over fifteen years of experience in training teams, developing a diverse workforce, implementing improvement processes and creating organizational change, while resolving internal and external stakeholder conflict. Proficient in Microsoft Office Suite, Outlook, LMS, Webex, Canvas, Skype, Microsoft Teams, Zoom, IMPACT, EGOV, CRM, SWOT, Taleo, Blackboard, Whiteboard, and company-exclusive computer applications

Professional

Experience:

Family Group Decision Making Specialist I (2026-Present)

Texas Department of Family and Protective Services (DFPS)

Facilitates a quick response to families who have experienced removal of their children by CPS

Works from a changing and fluid list of families experiencing CPS removal and offering Family Group Conferences to facilitate the permanency planning process

Works with Investigations, Alternative Response, and FBSS to prevent custody by holding meetings to maintain child protection

Engages and prepares all participants, including the wider family circle, the informal support network, and professionals/service providers, for their roles in the FGC

Children Protective Services Conservatorship Supervisor (Sexual Abuse Unit) (2025-2026)

Texas Department of Family and Protective Services (DFPS)

Planned and managed unit operations to achieve project goals and objectives for services delivery by monitoring caseloads, consulting with staff on case issues, approving leave, and holding unit meetings

Selected, managed, and developed staff through field visits with staff, review of performance data, conferences, training, and performance appraisal

Evaluated unit performance through case readings, computer reports, and observation of unit operations to ensure unit compliance with policy, procedure, and service control requirements

Children Protective Services Family Based Safety Services Supervisor (2024-2025)

Texas Department of Family and Protective Services (DFPS)

Interpreted program policy and procedures to unit staff, other agency staff, parents, children, youth, caregivers, the courts, CASA, other stakeholders, and the general public.

Evaluated unit performance through case readings, computer reports, and observation of unit operations to ensure unit compliance with policy, procedure, and service control requirements.

Developed and maintained effective working relationships between Child Protective Services staff, Child Welfare boards, the general public, legal, medical, educational, and other community resources.

Made casework decisions regarding the removal and placement of children and works with county and district attorneys on legal measures to initiate on Child Protective Services cases.

Children Protective Services Conservatorship Supervisor (2022-2024)

Texas Department of Family and Protective Services (DFPS)

Planned and managed unit operations to achieve project goals and objectives for services delivery by monitoring caseloads, consulting with staff on case issues, approving leave, and holding unit meetings

Selected, managed, and developed staff through field visits with staff, review of performance data, conferences, training, and performance appraisal

Evaluated unit performance through case readings, computer reports, and observation of unit operations to ensure unit compliance with policy, procedure, and service control requirements

Kinship Specialist IV (2014-2022)

Texas Department of Family and Protective Services (DFPS)

Analyzed training needs, coordinated training sessions, evaluated training programs, and promoted the use of current training services, methods, and techniques

Ability to work well with a variety of levels of internal and external staff

Provided and trained CPS staff on best-practice philosophies in kinship care

Identified and collected necessary evaluative data and statistical information to measure outcomes concerning safety, permanency, and well-being for the involved children

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Operation Manager

(2007-2013)

Academy Sports & Outdoors

Trained, managed, and motivated teams to increase sales and ensure efficiency; directly supervised and directed store and department team leads and associates

Microsoft Applications-Excel PowerPoint, Word utilized for budgeting, Presentations, and scheduling tasks

Attended manager meetings as scheduled. Conducted departmental store, group, and individual trainings on new policies and procedures in classroom environments

Audited all departmental processes and paperwork to ensure compliance with Academy policies and procedures

Coordinated store schedules which included managing the logistics of store personnel for efficiency of training delivery to all employees

General Manager

(2006-2007)

Starbucks Corporation

Conducted skills development training for new hires and ongoing skills training for tenured staff through classroom-management techniques and computer-aided technologies

Knowledge of adult education principles, practices, and techniques

Knowledge of group processes, group dynamics, and interpersonal relations

Knowledge of teams/team structure and performance/behavioral assessments

Knowledge of leadership programs, content, and material

Evaluated employees to measure their progress in achieving course objectives while informing them in a timely manner of their progress

Organization

Affiliations

Child Welfare Education Project Alumni Coordinator (2025-Present)

MSW & BSW Practicum/Field Instructor (2025-Present)

Child Welfare Education Project Board Member (UH) (2024-Present)

Phi Alpha Honor Society Scholarship Committee Member (2024-Present)

President of UHGCSW Alumni Association (2024-2025)

Secretary UHGCSW Alumni Association (2023-2024)

Phi Alpha Honor Society Committee Member (2023-Present)

National Society for Leadership and Success Inductee (NSLS) (2019-Present)

Delta Alpha Pi International Honor Society (2020-2021)

Publications

A Study Examining Transformational Leadership and Job Satisfaction Amongst Social Workers (2021)

Positive Peace USA-France Intercountry Committee White Paper (2021)

Ouest France Journal-Interview with French President Jean Pierre Raffarin (2021)

Harbinger Asylum- *Essence of leadership: A Simplistic Approach* (2013)

Volunteerism

Citywide Clubs Volunteer (1992-present)

Gallery Furniture Volunteers (2018-2024)

Literacy Advance Houston (2017-2018)

Meals on Wheels Volunteer (2006-2007)

Education

Ph.D. of Leadership Studies, Our Lady of the Lake University (2021)

Master of Social Work, University of Houston (2020)

Master of Business Administration, University of Phoenix (2007)

Bachelor of Management with Honors, University of Phoenix (2005)