



James Cleveland Biography

James Cleveland, President, has been a dedicated member of Jumpstart's staff since 2002, first joining the organization as the Executive Director of Jumpstart's Northeast Region. During his 18 months of oversight in the Northeast, James established a performance focused regional team that achieved and exceeded revenue and program goals. James's accomplishments earned him a national role as Vice President and General Manager in 2004. In this role, James worked to strengthen Jumpstart's operations infrastructure to support the organization's aggressive growth with quality strategy. In 2007, James was named President. His extensive expertise in operations and performance management combined with his knowledge of the Jumpstart network make him an ideal leader for the organization, ensuring the expansion of Jumpstart's impact for years to come.

As a graduate of Stanford University (1993), James has made a palpable impact in the education field for more than a decade. From 1994-2000, he worked at SCORE! Educational Centers. SCORE! provides communities throughout the nation with centers that offer parents and schools a positive, effective supplemental education resource for children K-8th grades. James's aptitude for leadership and business management allowed him to move quickly into one of SCORE!'s first Region Manager roles. James managed a region in San Francisco, CA and was responsible for up to fifty-five direct-reports and over \$4 million in revenue. He also opened four additional centers, implemented new tutoring service offering, established new community partnerships with schools and youth oriented organizations, and ultimately improved year-over-year revenue generation by 300%. The success in his efforts allowed him to hold other significant roles at SCORE!, which included the Director of Customer Service at eSCORE.com and the National Director of Professional Development and Recruiting.

Late in 2000, James connected with the original founders of SCORE! to build a new education company – InsideTrack – this time targeting college students. InsideTrack was created to help college students make excellent decisions about their academic and career goals, and then provide the support and resources needed to achieve their goals. James was a co-founder and also the COO for InsideTrack; his primary focus was to establish the company infrastructure and operational processes needed to operate remote business units on college campuses. As InsideTrack gained traction with a sustainable plan for growth and success, James transitioned to Jumpstart, and has since utilized his operational expertise and best practice management capabilities as an exemplary leader in the field of early education.