



Helping people work better together

Jean Ibanez Payne, Founder & CEO



BIOGRAPHY

Born in the United States, Jean Ibañez Payne was raised in Colombia, South America. Jean returned to the United States to finish high school and enlisted in the United States Navy in 1992, serving as a Yeoman until 1996. In 1996, she began her 20 years of experience in workforce training, communications, marketing, diversity, program management, and risk management—all while learning English.

Jean is a corporate leader in communications, marketing, diversity, inclusion, language translation, and interpretation. While Jean has spent considerable time in the corporate world, her passion has always been helping others with language needs and increasing awareness and efforts around Diversity and Inclusion. This passion motivated her to start TI Verbatim Consulting (TIVC). In 2006, she moved to Virginia to join a Fortune 200 utility company of over 14,000 employees where she focused on Energy Trading, but her passion for people led her to Diversity and Inclusion efforts. She managed the entire Diversity and Inclusion program for the company which operated across multiple cultures in 14 states and four business units. Jean launched the first Employee Resources Group (ERG) program for veterans and women—a first in the utility company's 100-year history. In the first six months of the program, the ERGs surpassed their initial membership goals by 900%.

Jean led program development, policy platform implementation, and extensive benchmarking with peer utilities and companies of disparate industries across the country. Other achievements included projects to increase intern program diversity and effectiveness, closing the underrepresentation gap for women and minorities, establishing diversity goals, rebranding the diversity program, implementing policies for new parents, and developing system enterprise inclusion training. In 2014, Jean took a huge leap of faith with the support of her husband and started TIVC. TIVC has quickly become a successful business in the corporate and government environment and has earned the trust of customers such as Canon, Dominion Energy, Department of Energy, Department of Defense, Bureau of Fiscal Services, Defense Logistics Agency, NASA, Millennium Challenge Corporation, Equal Opportunity Employment Commission, Federal Deposit Insurance Corporation, Department of Homeland Security, and Department of Labor.

Jean holds a Bachelor of Science in Criminal Justice and a Master of Business Administration. She is certified in Six Sigma and Change Management with an emphasis on Process Improvement and Service Quality. She is an ICF-Associate Certified Coach and pursuing Professional Certified Coach level. She is also a certified Resilience Building Leader Program Trainer and a Diversity, Equity, and Inclusion Professional. She is a board member for the Rappahannock United Way.

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