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Biographical Sketch

Jean A. Santos

Senior Consultant/President

Jean Santos is a seasoned leader and founding member of Business Consulting Resources (BCR), bringing more than 40 years of experience in strategic planning, organizational development, operations, and leadership growth to corporations, family-owned enterprises, nonprofits, and government agencies. Recognized as a trusted advisor, Jean has guided hundreds of clients through complex challenges including succession planning, leadership transitions, and organizational transformation.

Known for her innovative and pragmatic approach, Jean has earned a reputation as a "chief disruptor"—able to dismantle ineffective systems and rebuild them to drive stronger results. Her work consistently helps clients increase sales, profitability, and team performance, while improving organizational culture and reducing turnover. She has coached executives and business owners to strengthen leadership teams, align operations with long-term goals, and improve productivity by measurable margins, often achieving double-digit gains in revenue, profitability, and efficiency.

Jean's expertise spans executive coaching, team building, performance management, family governance, conflict resolution, and aligning people with organizational strategy. She plays an active role in BCR's nationally recognized Family Business Practice, leading annual research on family enterprises since 2017 and spearheading *Women Leaders in Family Enterprises*, a nonprofit initiative dedicated to supporting women in leadership roles within family-owned companies.

In addition to her consulting work, Jean has contributed her leadership to numerous boards, including the Nu'uanu YMCA, the Chamber of Commerce of Hawai'i, Easter Seals Hawai'i, and the Arthritis Foundation, and served as President of the Punahou School Parent Faculty Association. Her contributions to business leadership have been recognized with honors from the U.S. Small Business Administration Mentor Program, the Pacific Business News *Women Who Mean Business* Award, and the Chamber of Commerce of Hawai'i. Jean is also a contributing author to a forthcoming book on family business research methodologies, which was published in the summer of 2025.

Jean earned both her B.A. and M.A. in Communication and Organizational Development from the University of Hawai‘i at Mānoa. She holds certifications in behavioral assessment tools, family governance and dynamics assessments, ISO20700, and is a Certified Management Consultant (CMC) through the Institute of Management Consultants.

Born and raised on O‘ahu, Jean embodies the entrepreneurial spirit and the values of Hawai‘i’s business community. She works closely with her husband and business partner, Ken Gilbert, and together they are preparing the next generation of leadership at BCR through the active involvement of their twin children, Kyler and Miranda.