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Shelena Keulemans (1988) studied Cultural Anthropology and Development Studies at the Radboud University Nijmegen. After obtaining a master's degree in Development Studies in 2010, she pursued a master's degree in Public Administration from the same university, graduating cum laude in 2013. In 2010, she was engaged as a research assistant in the advisory note on the 'Global Solidarity Opinion Poll', commissioned by DevCom Network, OECD-DAC. From 2011 to 2012, she worked as a medior researcher at the Dutch National Committee on Sustainable Development and International Cooperation (NCDO). In 2012, she also joined the WODC, the Scientific Research and Documentation Centre of the Dutch ministry of Justice and Security; first as an intern, then as a junior researcher.

In 2013, she joined the department of Public Administration of the Erasmus University in Rotterdam as a Ph.D. candidate to work on the NWO-funded Vidi project 'The other side of the gap: Do public officials trust citizens?' Within her Ph.D. project, she studied how street-level bureaucrats' attitude towards clients can be conceptualized and measured, and what the antecedents are of this attitude. Her primary research topics include citizen-state interactions, the operations of (street-level) bureaucracy, and bureaucratic socialization. She frequently integrates insights from social psychology into her research. During her Ph.D. project, Shelena participated in a number of method schools, such as the Essex Summer School in Social Science Data Analysis and the GESIS Summer School in Survey Methodology. She also presented at a number of international conferences, including the annual conference of the European Group of Public Administration (EGPA), the Public Management Research Conference (PMRC), and the annual conference of the Netherlands Institute of Governance (NIG). Shelena's research has been published in international peer-reviewed journals such as the *Journal of Public Administration Research and Theory*, *Public Policy and Administration*, *Public Performance and Management Review*, and *International Journal of Public Sector Management*.

As of October 2019, Shelena works as assistant professor at the Institute for Management Research, Radboud University.