

Jay Jones

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Operations & Development Director

Specializing in Business Operations, Employee Training & Development

Accomplished Senior Operations and Training Development leader with 15+ years of experience in employee management, training, and empowerment. Utilizes a strong history of operations and program management to further growth goals, strengthening operations processes through streamlined workflow and training design. Navigates high-level stakeholder relationships to ensure customer satisfaction.

Data Analysis – Professional Development – Customer Relationship Management – Policies & Procedures

Strategic Planning – Executive Leadership – Reporting – Process Improvement – Web Development

PROFESSIONAL HISTORY

EAB (ROYALL & COMPANY) | 2014 to 2020

ASSOCIATE DIRECTOR, OPERATIONS TRAINING & DEVELOPMENT

2020

Previously Business Analyst (2014–2016), Client Data Training & Development Resource (2016–2020)

Oversaw company-wide operations with heavy emphasis on employee learning and training development, an inaugural position carved out for strategic promotion from Client Data Training & Development Resource. Designed and implemented training materials using emerging technological and learning theory methods. Established company-wide employee development programs, standardized onboarding experiences, and creates cohesive learning opportunities across departments. Carried over key client accounts into current role as primary relationship manager.

Select Contributions:

- Streamlined onboarding processes by collaborating with department heads to address training disparities, resulting in creation of universal Operations 101 syllabus.
- Developed year-long Competency program with bi-weekly role-specific action items and incorporating Litmos LinkedIn Learning units to address employee engagement and professional development shortcomings.
- Incorporated training into team meetings including Competency Focus training for soft skill development and added Data Life Cycle trainings open to all current employees and new hires.
- Developed automated system within EAB proprietary client management software to prompt client data-input, improving long processing times and creating better administrative workflow and confidence.
- Chosen to complete the EAB Emerging Leaders Workshop, a program recognizing and preparing team members for leadership roles within the organization.

REQUIRE, LLC | 2008 to 2013

DOCUMENTATION & TRAINING SPECIALIST / PRODUCT MANAGER

2010 to 2013

Previously Operations Manager (2008–2010), Installation & Training Specialist (2006–2008)

Administered new product line with oversight of employee and customer training guides as well as development of in-person and distance learning program development for up to 30 employees. Trained and staffed Operations Department with high-caliber professionals to advance organizational goals. Mastered distance learning tools including Camtasia, HelpStudio, and GoToMeeting to train employees and clients on proprietary tools and programs.

Continued...

Select Contributions:

- Designed training plan content and delivery for corporate website and proprietary CRM use, overcoming negative client satisfaction by factoring client and employee feedback into program development.
- Raised customer service scores and shrank complaints within a quarter by implementing employee development program to re-train or reallocate staff.
- Reduced annual travel costs for software installations and training by \$150k through the development and implementation of online distance learning training guides and systems.
- Slashed customer support calls from 15 to 1-2 per month with the creation of comprehensive technical training booklets for clients, including visual, written, and web-based input.

ADDITIONAL CAREER EXPERIENCE:

VICE PRESIDENT/OWNER | CAPITAL CITY ENTERPRISES, LLC May 2012 to Present
Oversee operations, financial, budget, and administrative management and project planning including website design and management for technology consultancy business.

TREASURER / WEBMASTER | VETERANAID.ORG, LTD 2006 to 2015
Oversaw financial and administrative operations of successful 501(c)(3) non-profit from inception, growing site to #1 resource for an under-promoted veteran VA benefit. Sold company in 2015 for \$310k.

*Additional experience as **Senior Training Manager** at PepsiCo and **Vice President / Owner** of Logistics Transportation Company, Inc.*

EDUCATION & CERTIFICATIONS

Master of Business Administration, Cum Laude | Virginia Polytechnic Institute, Pamplin School of Business
Phi Chi Honor Society, member

Bachelor of Business Administration, Cum Laude | James Madison University

Certification: Atlassian Content Management Certificate, Microsoft Office Specialist (MS Word)

Technical Proficiencies: Microsoft Office Suite, Litmos LMS, Confluence Wiki, HTML, PHP, MySQL, HelpStudio, Camtasia