

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) | Sep 2014 to Sep 2020

ASSOCIATE DIRECTOR, OPERATIONS TRAINING & DEVELOPMENT Apr 2020 to Sep 2020

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

Oversaw company-wide operations with heavy emphasis on employee learning and training development. Designed and implemented new training materials using modern and emerging technological and learning theory methods. Established multiple company-wide employee development programs and standardized onboarding experiences to create cohesive learning opportunities across operational departments. Carried over key client accounts into current role as primary point of contact and 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 | Aug 2008 to Aug 2013

DOCUMENTATION & TRAINING SPECIALIST / PRODUCT MANAGER May 2010 to Aug 2013

Previously Operations Manager (May 2008– May 2010), Installation & Training Specialist (Aug 2006– May 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 Aug 2006 to Sep 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

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