

Dushane Jackson

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PROFESSIONAL PROFILE

Client-focused Business Analyst moving from the Information Management field to the Software Development field to create value for clients I work with.

APPLICATION & SOFTWARE SKILLS

Technologies/Frameworks: HTML 5; CSS 3; Javascript; Flexbox; Bootstrap 5
Applications Tools: Git; Github; Microsoft Suite; Microsoft Visio; iGrapfx; Ableton Live 10; Adobe Photoshop
Database Management: MySQL; Node.js

PERSONAL PROJECTS

WeatherMetrics | <http://bit.ly/weathermetrics>

- Developed a weather application that displays current weather conditions for the location inputted using HTML, CSS, and JavaScript
- Pulls from OpenWeatherMap API to generate real-time data

What To-Do | <http://bit.ly/what-todo-app>

- A To-Do list that allows a user to keep track of all daily tasks. Users can create, delete, and mark completed tasks
- Developed using HTML 5, CSS 3, and JavaScript

Ran-Dice | <http://bit.ly/randice>

- A random dice generator game that allows two players to roll dice at the click of a button
- Uses JavaScript to

Nash's Hair and Boutique | <http://bit.ly/nashhairandboutique>

- Utilized HTML, CSS to develop and structure a fully responsive website for an independent hairstylist's business
- Applied the Bootstrap 5 framework to provide users information on up-to-date business services

Jai's Dirty Chai | <http://bit.ly/jaisdirtychai>

- Built a responsive mock-up website for a Chai Tea business using HTML 5, CSS 3, and Bootstrap 5
 - Applied advanced CSS techniques to style each section of the web page
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WORK EXPERIENCE

Coote Consulting Group LLC, Boca Raton, FL

July 2020 - Present

Associate Diversity and Inclusion Analyst

- Analyze present clients' organizational framework leading to drawbacks in diversity and inclusion initiatives
- Support consultant team with 3+ clients monthly to fulfill new D&I initiatives via online trainings and planned workshops
- Conduct interviews with 20+ employees per company to identify key pain points in the existing D&I structure
- Create one engaging workshop monthly that promotes robust working relationships among employees
- Enhanced client diversity and inclusion event by Increasing overall employee turnout by 30%
- Curate key metrics which includes organizational demographic, training completion rate, and D&I event attendance
- Develop implementation plans for newly created D&I strategies for businesses as large as 1500+ employees
- Convey researched key metrics for the consultant team through presentations

Bank of New York Mellon, Oriskany, NY

June 2018 - October 2019

Client Service Analyst

- Redesigned business processes by identifying inefficiencies and executing improvement plans
 - Communicated weekly project updates with upper-level management and coworkers daily
 - Performed 20+ cash reconciliements daily by utilizing Microsoft Suite and various financial systems (i.e. TLM)
 - Conducted field analysis for CDW vs. IMMS/GSP reconciliation by utilizing process flow diagrams and interviews
 - Analyzed 15+ client accounts for potential match patterns to automate business-as-usual processing
 - Automated the Rent Securities reconciliation; decreased process time by 88% while achieving time savings of \$10,520 per year
 - Trained 10+ colleagues on new processes through video conference by developing effective training plans
 - Spearheaded efforts in reducing various key metrics including manual matching volumes and OPM's by 65%
 - Designed detailed dashboards containing key performance metrics by utilizing Microsoft Excel
 - Maintained client account structure by checking account details monthly for validity
 - Instructed 20+ colleagues via a peer-to-peer session on how to create an effective project charter
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CONTACT INFORMATION

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EDUCATION

Syracuse University, School of Information Studies
B.S., Information Management & Technology
Concentration: Web Design and Management
Graduated: May 2018