**Jerry James**

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**Product Manager**

**Visionary Leadership | Results-Oriented | Team Building**

I am a positive, driven, and supportive Enrollment Operations Leaders with a high level of analytical and problem-solving ability. Strong track record of organizing and managing multiple projects, scaling programs, and leading Teams with empathy, respect, and humility while driving results. Bi-lingual fluency (English/Spanish), 5 years of Education sector experience, and 18+ years of Customer Service and Business Operations experience in roles of increasing responsibility and accountability.

**WORK EXPERIENCE**

**Elevo Learning** – San Diego, CA 01/2024 – Present

**Enrollment Manager, Technology**

As the Enrollment Manager at Elevo Learning, I lead the strategic and operational aspects of our enrollment process, leveraging technology to enhance efficiency and deliver an exceptional experience for students and their families in our after-school programs for grades TK-8. My role integrates strategic planning, team leadership, and working with cross-functional teams to optimize enrollment, ensure we adhere to company goals, and deliver value and customer satisfaction.

* Utilized Project Management methodologies and best practices to design, develop, and implement processes and documentation for a newly created Enrollment Department.
* Led the Team in processing enrollment for nearly 2,000 students across 12 districts over the course of 8 months while fostering a culture of continuous improvement.

**Site-Success Manager** 01/2023 – 12/2023

I ensured that Site and Program-level customers received the maximum value from our services. I was the dedicated liaison for our clients and worked closely with them to understand their specific needs and challenges. I collaborated closely with our Ops Team to create solutions to better support our customers in a timely manner and work towards their goals to deliver an exceptional customer experience as well as revenue growth.

* Ensured 100% contract renewal and over 96% NPS score from our clients for the 2022-2023 contract term.
* Worked closely with 33 different clients and sites and built relationships with all levels of stakeholders within the Primetime/Harmonium SDUSD contract for the 2022-2023 school year.
* Helped drive on-boarding and training of over 200 staff in a two-month period.

**King’s Seafood Co.** – San Diego, CA 09/2009 – 10/2022

**General Manager**

I oversaw all aspects of $13.5M business with minimal supervision including financial, operational, and human resources departments. I was accountable for all key performance indicators (KPIs), strategic planning, forecasting & budgeting as well as P&L management.

* Increased annual sales revenue from $7.7MM in 2018 to an estimated $13.5MM in 2022 with an industry-leading average 28% operational profit.
* Trained and mentored a team of 12 Manager-level direct reports for 5 years.

**Garden Grove Unified School District** – *Garden Grove, CA* 07/2008 – 07/2012

**Substitute Teacher**

Implemented daily lesson plans for teachers on a short-term and long-term basis.

* I was able to work with all ages and every grade from K-12. Towards the latter part of my tenure, I focused on Language Arts, covering mostly High School level English and Spanish classes.

**EDUCATION /CERTIFICATIONS**

**California State University, Long Beach** – *Long Beach, CA*

* Bachelor of Arts Theater Arts: Performance / Directing

**South Gate Senior High School** – *South Gate, CA*

* High School Diploma

**Google Project Management Certification** – *San Diego, CA*

* *Currently enrolled – est. completion 9/24*

**PMI – Project Management Professional** – *San Diego, CA*

* *Exam completion in 2024*

**PROFESSIONAL SKILLS | METHODOLOGIES**

* Bi-lingual Fluency **(English and Spanish)**
* Microsoft Suite | Google Suite
* Hubspot CRM | Salesforce | ADP
* Slack | MS Teams
* Asana | MS Planner
* PM Methodologies: Agile | Waterfall | Scrum | Kagan | Lean Six Sigma
* Programming Languages: HTML5 | CSS3 | C++ | JavaScript | ReactJS | Python | SQL/SQLite3

**CORE COMPETENCIES**

Operations Management | Program Management | Project Management | Customer Success Management | Customer Service & Hospitality | Business Management | Change Management | Strong Analytical Skills | Problem Solving | Development & Implementation | Creative Adaptability | Strong Communication & Interpersonal Skills | Leadership | Development | People Management & Conflict Resolution | Organizational Abilities | Forecasting and Strategic Planning | Budgeting Reports & P&L

**References**

* Available upon request