Jacob Arno

Richmond, VA | 7578972980 | JacobArno309@gmail.com | [linkedin.com/in/jacob-arno/](https://www.linkedin.com/in/jacob-arno/)

**SKILLS:**

**Programming Languages:** SQL, HTML, CSS, Angular

**Software:** Office365, GSuite, Excel, Tableau, PowerBI, IBM Cognos, MySQL, Salesforce, LinkedIn Recruiter, SharePoint, Greenhouse, GEM, Oracle, Lever, Zoho Recruit, Lucidchart, ChatGPT, AI, Figma, Confluence, Trello, Salesforce, AWS

Database Systems, Database Management, Data Analysis, Scrum, Kanban, Lean Six Sigma, Data Visualization, GSuite, Agile methodology, Waterfall, SDLC

**CERTIFICATIONS:**

Analyzing and Visualizing Data with Power BI  
Data Visualization and Building Dashboards with Excel and Cognos   
DEI Certified Diversity Sourcing Professional  
Project Management  
Introduction to Generative AI  
Introduction to Prompt Engineering

**EDUCATION:**

**MBA, Master of Business Administration**

University of Illinois at Springfield | 2026 estimated graduation

**B.S. Information Systems**

Virginia Commonwealth University | Richmond, VA

**EXPERIENCE:**

**Senior Consultant**

Self-Employed | US August 2021 – Present  
Companies: (Saviynt, Xenspire, Securitas, Sysdig)

Experienced Senior Consultant specializing in **systems analysis, project management, and talent acquisition**. With a strong background in cybersecurity startups, talent operations, software implementation, and process optimization, I have successfully led teams, improved workflows, and driven business impact through innovative system configurations and recruitment strategies.

**Key Areas of Expertise:**

* Systems Analysis & Optimization
* Project & Operations Management
* Talent Acquisition & Recruiting Strategy
* ATS/CRM Implementation & Administration
* Workflow Automation & Process Improvement
* Employee Training & Documentation Development

**Professional Experience:**

* Led system implementation, process automation, and optimization initiatives, improving operational efficiency across multiple organizations.
* Managed and optimized talent acquisition tools and licenses, enhancing recruitment workflows and increasing candidate engagement by 25%.
* Developed recruitment strategies, job descriptions, and qualification criteria, reducing time-to-fill by 20% and improving KPIs by 15%.
* Spearheaded partner engagement, talent operations, and business development efforts to strengthen hiring processes and workforce planning.
* Implemented sourcing strategies that resulted in a 30% increase in quality hires for technical and corporate positions.
* Administered and optimized ATS/CRM systems (Greenhouse, GEM, Zoho Recruit, LinkedIn Recruiter, SeekOut) to improve tracking, reporting, and compliance.
* Managed and trained global teams, mentoring professionals in sourcing, system adoption, and workflow optimization.
* Created SOPs, training guides, and documentation to standardize system usage and enhance efficiency.

**Analyst**

Dominion Energy | Richmond, VA February 2020 – August 2021

* Analyze data of capacity utilization due to constraint restrictions and accurately allocate gas nomination quantities and EDI discrepancies per FERC regulations and the Dominion Energy tariff.
* Provide solutions to clients’ gas nomination quantities or system issues, working to resolve their concerns in a timely and appropriate manner.
* Performed queries in SQL to aggregate raw data from several sources and analyzed data sets to deliver actionable intelligence.

**PC Refresh Coordinator**

Iron Bow | Richmond, VA November 2019 – February 2020

* Coordinate approximately 1200 PC refresh assignments for government agencies.
* Coordinate with clients to verify asset deliveries before scheduling technicians.
* Manage and provide daily oversight for 8–12 technicians.
* Deliver daily reports in meetings while providing project information and forecasting through Excel by using SharePoint and VLOOKUP functions.
* Create tickets and shipping labels for technicians to complete and use for shipment and disposal of old assets.
* Directed the deployment and management of desktop devices and peripheral equipment remotely.
* Consulted and coordinated with different department heads and team members to determine Hardware needs.

**ADDITIONAL EXPERIENCE AVAILABLE UPON REQUEST**