

# Rayshawn Jones

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## Technology and People Operations Specialist

Technology and People Operations Specialist with experience for a Global Fortune 500 consulting company and others in the healthcare and athletic training sectors. Expertise in data-driven decision-making, client engagement, operational excellence, people operations, and talent development. Analyzes complex data sets to inform strategy and spearheads playbook creation that sets the standard. Passionate about helping clients achieve professional and personal goals, fostering relationships to drive projects forward and providing training and coaching to enhance customer satisfaction and ensure goal attainment.

### Areas of Expertise

Data analysis | Strategic planning | Reporting | MS Excel | Power BI | Front-End development | HTML | CSS | JavaScript | Back-End development | Python | SQL | Client Engagement | Operational Excellence | Team Leadership | Project Management | Technical and Engineering insights | Communications | Problem solving | MS Office | Agile Methodology | TypeScript | JQuery | Wordpress | MySQL | Unit Testing | Mocha | Jest | Express | MongoDB | React | API's | SPA's | Django | SQL | Postgres | EC2 | AWS

### Professional Experience

**Accenture**, New York, NY(Remote)

9/2022-12/2023

#### Management Consulting Associate

Spearheaded creation of Metro DC playbook, integrating cross-functional insights, to set new standards for future project iterations. Performed complex data analysis using advanced Excel functions and Power BI. Significantly contributed to strategic resource allocation, in NA markets, and enhanced revenue forecasting.

- **Performed complex data analysis using advanced Excel functions and Power BI:** Mastered advanced Excel functions including, XLOOKUP and VLOOKUP, elevating data analysis skills.
- **Spearheaded creation of Metro DC playbook:** Proactively engaged with internal clients, playing a pivotal role in driving project progression. Monitored KPIs and project timelines, ensuring continuous alignment with client needs, team needs, and project goals. Significantly contributed to strategic resource allocation, in NA markets, and enhanced revenue forecasting.
- **Mentorship:** Developed an apprenticeship study guide, enhancing learning and certification process for project management, agile methodologies, and cloud technologies, collaborating with lead talent strategy analyst. Actively participated in Toastmasters and internal team collaborations.

**Infiniti Sports Performance | CBC Center for Sports and Physical Therapy**

9/2019-9/2022

#### Strength and Conditioning Coach | Physical Therapy Aid/Front Office Manager

Fostered a high-performance culture leading to significant enhancements in athlete conditioning and personal development. Supported athletes in setting and achieving individual and team goals, nurturing a goal-oriented and motivational environment.

- **Project Management & Performance Optimization:** Analyzed data (diagnostic tests) to design and implement personalized programs (training strategies) for patients and athletes, driving measurable improvements in performance and recovery.
- **Change Management & Collaboration:** Partnered with healthcare professionals (coaches & trainers) to develop and implement comprehensive care plans (similar to system & product development), ensuring adherence to best practices (development standards) and HIPAA compliance. This experience honed my ability to manage change within a multidisciplinary team.
- **Process Improvement & Streamlining:** Streamlined healthcare processes (scheduling, billing, documentation) through effective project management techniques, fostering improved communication and patient/athlete well-being. This demonstrates a strong ability to identify areas for improvement and implement changes for increased efficiency.

**East Coast Orthotic and Prosthetic Corporation**, Deer Park, NY  
**Orthotic Fitter**

11/2021-4/2022

Conducted meticulous patient rounds, ensuring precise fitting of braces and alignment of traction, significantly contributing to elevated standards of patient care. Delivered high-quality, prosthetic devices, tailored to patient specifications and adhering to strict company policies.

- Provided outstanding patient care, prioritizing optimal fit and functionality of prosthetic devices and enhancing patient satisfaction and comfort. Addressed patient needs and concerns with a patient-first approach, ensuring timely and empathetic responses to inquiries and issues.
- Actively collaborated with a diverse team, to effectively resolve product and service-related issues. Maintained a clean and orderly work environment, increasing team productivity and operational efficiency.
- Utilized patient data and feedback to refine prosthetic fitting processes, showcasing an analytical approach to enhancing patient care.

## **Education and Professional Development**

### **Software Engineering Bootcamp**

General Assembly, New York, NY (Remote)

3/2024-06/2024

### **Associates in Exercise Science| Occupational Studies**

Swedish Institute College of Health Science, New York, NY