

Adam Jones

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Education

University of Colorado Boulder, Certificate - Agile Project Management	Q3 2024
NYC Tech Talent Pipeline, Data Analyst Training Accelerator	Oct 2020
<ul style="list-style-type: none">18-week data analysis accelerator focused on advanced Excel functions, SQL, Python, marketing analytics, and Natural Language Processing.	
Middlebury College, BA in Political Science, French Minor	May 2013

Experience

Implementation Manager , Assembled – New York, NY	Jan 2025 – Present
<ul style="list-style-type: none">Developed AI-powered workflows that automated 30–50% of support tickets by identifying high-impact trends in contact volume.Built an internal application to reconcile and validate data across Salesforce, Zendesk, and other CRM tools, reducing processing time by 75%.Lead 4–6 week rollout of workforce management (WFM) software across multiple enterprise accounts, delivering accurate staffing forecasts while managing a \$1M+ book of business.	
IT Project Manager , Gotham Greens – Brooklyn, NY	Feb 2023 – Jul 2023
<ul style="list-style-type: none">Led a 4-person team in developing analytical, operational, and financial solutions, identifying opportunities worth up to \$250,000.Partnered with the Digital Solutions team on 30+ IT projects, including database management, software implementation, and greenhouse operations to achieve key milestones on the company roadmap.Developed a solution to integrate labor data from the HRIS system into the data warehouse, optimizing COGS calculations and operational efficiency across regional greenhouses.	
Implementation Manager , Meta – New York, NY	Aug 2021 – Feb 2023
<ul style="list-style-type: none">Spearheaded digital transformation efforts for 30+ commercial and enterprise clients through implementation of omni-channel CRM software, resulting in an average 9.5 NPS score across projects.Engineered and deployed Salesforce Apex code to automate project management processes, cutting project initiation time by 75%.Enhanced onboarding for Spanish-speaking enterprise clients by translating Statements of Work (SOWs) and critical resources from English to Spanish, doubling agent preparedness and efficiency.	
Solutions Architect , Barrel – New York, NY	Sept 2020 – Sept 2021
<ul style="list-style-type: none">Collaboratively engaged with 20+ clients on web development projects with budgets up to \$500,000, aligning technical approaches with business requirements.Used SQL to triage and remove anomalies from a dataset of over 20,000 online account applications for FDIC-chartered bank, accurately determining total number of accounts opened during fiscal quarter.	
Director of Growth , Sendwave – Atlanta, GA	Dec 2018 – Feb 2020
<ul style="list-style-type: none">Onboarded 10,000+ new users to Sendwave, driving 2x YoY revenue growth and contributing to a \$500M acquisition by WorldRemit (Zepz).Generated consistent new user growth at a rate of 15-25% MoM.Successfully contracted online influencers for cross-channel marketing campaigns, reducing CAC by over 75%.	

Projects

Rootwise , Research Analyst - Remote, DC	Oct 2023 - Jun 2024
<ul style="list-style-type: none">Conducted real-time reporting and analysis of crises in the Global South, enabling timely responses, proactive decision-making, and improved field safety.	