

# NATALIE JAMES

## SUMMARY

I am a self-driven professional who embraces challenge, is able to solve complex problems and acquire new technical skills as needed. I have consulted for entities spanning the globe and have become well-acquainted with a variety of fundamental business skills.

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## EXPERIENCE

### VERIFICATION SPECIALIST

Edfinancial Services | 2014 - 2016 & 2019 - Present

#### Previous Positions

- Default Management Solutions Specialist
- Special Projects Analyst

#### Responsibilities

- Analyzing financial and household records in order to accurately qualify college students for federal financial aid
- Comprehensive understanding of how the Education Finance industry functions - from qualifying students for federal financial aid through loan servicing and repayment options
- Familiar with IRS tax documents, filing variations, and how to advise on tax amendments as needed
- Direct, yet kind and empathetic communication with borrowers on behalf of both the colleges and the Department of Education
- Calm conflict resolution and the ability to quickly deescalate situations with positive end results
- Protecting the Personally Identifiable Information (PII) of every borrower after having received a 6C level security clearance

## SKILLS

### Coding

Keenly familiar with HTML, CSS, Javascript, D3, NODE.JS, Vue.js, Perl and Bash.

### Project Management

Comfortable managing projects that require an understanding of industry nuances and technical terminology. Able to drive consistent, incremental progress with multiple globally distributed teams through an agile development approach.

### Contract Writing & Negotiation

Drafted over 800 pages of legal documents (consulting contracts, strategic alliance agreements, reseller agreements, and non-disclosure agreements). Directly involved in closing \$430,000 of business deals.

### Marketing

Experienced in community management, social media management and content creation.

### Research & Data Analysis

Compiled extensive industry research reports and performed data analysis on the report findings.

## COO & BUSINESS CONSULTANT

ResoNova International Consulting | 2016 - Present

### Responsibilities

- Collaborating with all necessary parties on the new client discovery, formal business recommendations and the contract negotiation process
- Managing contract progress and ensuring that internal and external communications are clear, concise and consistent
- Delivering custom high quality research to our clients
- Maintaining the ResoNova website after having completed building it
- Creating and releasing content for the blog and social accounts
- Accounting, tax filings, payroll and any necessary state business filings

### Highlights of recent consulting work

#### Cybersecurity Company

- Conducted in-depth cybersecurity market research and competitive analysis
- Managed a research team, generated weekly progress reports and coordinated client meetings - both virtual and in-person

#### Cannabis Fund

- Facilitated appropriate SEC filings
- Authored a 46-page business plan and compiled a comprehensive investor pitch deck
- Single-handedly designed a full brand and website

#### Blockchain Messaging App

- Consulted on the integration of blockchain technology into an existing messaging application
- Coordinated project management between a marketing team in California, a developer team in Russia, a client in the UK and our consulting team in Georgia

#### Travel & Tourism App

- Consulted a member of the World Economic Forum and former President of the WTTC
- Advised the Seychelles parliament on blockchain regulatory policy

## REFERENCES

### William Thompson

Founder | ResoNova  
International Consulting

[william@resonova.com](mailto:william@resonova.com)

### Alex Hilbert

President | Hilbert  
Financial Group

[alex.hilbert@hilbertfinancialgroup.com](mailto:alex.hilbert@hilbertfinancialgroup.com)

## CONTACT

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Knoxville, TN

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