

## **Javane Jones**

Phone: 847-345-7897 | Email: [javanejones@gmail.com](mailto:javanejones@gmail.com) | Evanston, IL 60201

LinkedIn: [/Javane-Jones](#) | GitHub: [/javaneJones](#)

### **SUMMARY**

Resourceful and self-motivated business professional with 10+ years of customer service and finance experience, reputation for providing high-quality service; experienced in procedure and process creation, responsible and diligent in maintaining accurate records and identifying areas of improvement. Adept at working independently and collaborating with teams across multiple functions to take information from a wide variety of sources and effectively break down concepts in nonprofessional terms to diverse audiences, excels at solving complex problems.

### **TECHNICAL SKILLS**

**Languages:** Python, R, JavaScript ES6+, HTML5, SQL, CSS, Microsoft Suite

**Applications:** GitHub, MongoDB, MySQL, PostgreSQL, GIT, AWS, Flask, Command Line, Tableau

**Tools:** Excel, Word, PowerPoint, Outlook, Seaborn, Scikit learn, TensorFlow, Databasing, Pandas, Jupyter Notebook

### **Projects**

**NFL Analytics** | <https://javanejones.github.io/NFL-Analytics/>

- Explored NFL data (2009-2018) to better understand the offensive distribution amongst the NFL and the teams within the NFL.
- Core responsibilities: Data organization and cleaning | Data visualization |
- Application and Code: VSCO | Python-Pandas-Seaborn-Folium-Flask-Plotly | JavaScript | Html/CSS | Tableau | Machine Learning Utilized SKlearn – RandomForestClassifier | DecisionTreeClassifier

**Chicago Crime Stats Project** | <https://www.github.com/gitgranthub/chicago-crime-stats-project>

- Determined the correlation between public health variables and economic factors, which leads to criminal activities in Chicago.
- Core responsibilities: Data organization and cleaning | Data Visualization | Data Analysis
- Application and Code: Visual Studio Co | Python-Pandas-Seaborn-Folium

### **RELEVANT EXPERIENCE**

#### **Financial Assistant**

Northwestern University

**2019 – Present**

**Chicago, IL**

- Identified and improved gaps in communication, processes, and procedures through document analysis and workflow analysis.
- Evaluate data analysis and impact of initiatives and communicates findings to management.
- Maximized team knowledge and productivity by creating procedure and process, effectively training, monitoring, and directing employees in applying best practices and administrative protocols.
- Key day to day responsibilities included: invoice creation, bank deposits, wire transfer verification, process CRT's, process payment request, process reimbursement, process purchase orders, process journals, organize trackers, document review, client outreach, forecasting, budget preparation, account reconciliation and reading financial statements.

### **ADDITIONAL EXPERIENCE**

#### **Branch Manager**

TCF National Bank

**2013 – 2018**

**Skokie, IL**

- Prioritized building relationships with client, by creating a customer centric branch that placed the client's needs first. Client satisfaction survey averaged 93% or 10 % higher than district average.
- Coordinated the training and development of all employees, with weekly check-ins and monthly one on one. Each employees training consisted of learning the responsibilities of position higher than their current position, and identifying their strengths and strengthening their weakness.
- Coordinated the preparation of the quarterly branch budget, which included revenue and expenditure, future projections and analysis of the past year.
- Key day-to-day responsibilities included: processing teller transaction, processing audits, processing new client accounts, processing client outreach, identifying client needs, exam application and supporting documentation for financial status, calculate repayment risk and provided expert guidance on mortgage and personal loans.

**Food Operations Specialist**  
**Honorably Discharged**  
 U.S. Army

**2011-2019**  
**2019**  
**Elwood, IL**

- Facilitated the monthly administrative duties, duties included: placing food order, gathering all necessary equipment for food preparation, creating a meal preparation schedule, preparing a menu, preparing the recipes and ensure all soldiers had a meal.
- Coordinated the development of soldiers, ensured each soldier complied with Army standard policies and procedures, established monthly one on ones, discussed the army career path and post army life.
- Set and enforced performance and service standards to keep consistency, high-quality environment devoted to customer satisfaction.

**Bank Teller**  
 JP Morgan Chase

**2010-2013**  
**Evanston, IL**

- Establish rapport with clients, accurately identifying clients by preferred name, actively listening to clients concerns and needs, and remained professional during client's dissatisfaction.
- Handled 100+ transactions daily with 99% accuracy, transactions included: cashing and depositing checks, performing cash withdrawals, creating checks, reviewing all teller errors, performing audits, and referring clients to bankers.
- Suggested a new tactic to include (Thank you) on each envelope a customer receives, resulting in nation adoption.

#### **EDUCATION**

**Associate in Arts, Liberal Arts**  
 Oakton Community College

**Des Plaines, IL**

**Bachelors in Arts, Economics**  
 Northeastern Illinois University

**Chicago, IL**

#### **Professional Certificate**

**Professional Programs, Data Science, & Visualization (Certificate)**  
 Northwestern University

**Evanston, IL**