**JAMES D. MATHIS**

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**OPERATIONS LEADER:** ***Overseeing People, Projects and Resources***

Bringing 10+ years of leadership experience that encompassed planning and execution of up to 400 annual projects of varying scope. Adept at engaging with the highest levels of leadership, including U.S. and foreign diplomats, bringing professional communication skills and cultural adaptability. Effective resource manager who has efficiently planned and managed up to $2M in budgetary and equipment resources. Dedicated to process improvements that optimize productivity and enhance customer service.

**PROFESSIONAL EXPERIENCE**

**Operations Manager** – U.S. Marine Corps (USMC) 5/2016 to 4/2025

Oversaw all operations including strategic planning and resources allocation, human resources and employee relations, project management, and administrative coordination for a 45-person USMC field band. Directed compliance with ceremony, customs, standards and regulations to professionally represent the United States and the USMC for high-profile events and audiences including the Secretary of Defense, Queen Elizabeth, and other global diplomats.

* ***Strategic Planning:*** Developed strategic operational plans, defined the organization’s vision and mission objectives, and ensured all activities, initiatives and projects aligned with leadership’s goals. Formulated meticulously detailed event plans encompassing transportation, logistics, lodging, storage, and ceremony customs.
* ***Project Management:*** Led 5-person project planning team. Led full project lifecycle from stakeholder needs gathering through planning project scope, schedule and resource budget for ~400 annual projects. *Highlights:*
* Planned and led 50 annual projects that required U.S. and international travel and transportation planning for 45 musicians, their instruments and equipment. Oversaw performance details and resolved any problems.
* Reduced time spent generating project charters by 75% and enhanced interagency communication after leading migration project to an interactive SharePoint database that eliminated the need for manual data entry.
* Coordinated with Department of State to gain approval for all 45 band members to gain approval for government passports which smoothed the process of international travel for the organization.
* ***Process Improvement:*** Conducted post-project reviews, identified issues, analyzed performance trends, gathered stakeholder input, and recommended corrective measures that impacted future success. *Highlights:*
* Reduced event prep time by 30%, saving ~2K annual productivity hours, after creating standardized project template used by executive leaders to streamline the planning and management of events ~~ceremonies~~.
* Completely redesigned operational checklist, created and distributed mission flowchart, recorded daily defects/success ratio and provided relevant daily metrics to leadership for informed, data-driven decisions.
* ***Human Resources:*** Oversaw staffing allocation, performance evaluations, counseling and discipline, recognition and promotions. Planned and directed all employee training and managed internal communication.
* ***Resource Management:*** Forecasted and managed $1.5M budget that encompassed transportation and logistics for events. Maintained 100% accountability of a fleet of 5 vehicles and $500K in equipment and assets.
* ***Administrative Programs:*** Managed all documentation, records and files for the organization, prepared all correspondence with internal leaders and external stakeholders and managed detailed event database.
* ***Community Relations:*** Served as an ambassador of U.S. goodwill, building positive relationships with local community and government leaders. Successfully navigated cultural obstacles while traveling internationally.

**Training Manager** – U.S. Marine Corps 5/2012 to 5/2016

Planned, developed, implemented and maintained the training and proficiency of 36-person team. Managed calendars of appointments, meetings and events for all employees with no conflicts or mishaps with 100% accuracy and accountability. Trained 150+ employees in administrative procedures in accordance with policies and directives.

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***Continued,* Training Manager** – U.S. Marine Corps 5/2012 to 5/2016

* ***Training Plans:*** Created comprehensive training plan that ensured all 36 employees completed 100% of their 15 annual training requirements. Coordinated schedules to mitigate conflicts and prevent overdue status.
* ***Employee Relations:*** Fostered a positive, team-focused work environment by creating open lines of communication that kept the team informed and engaged.
* ***Developing Policy:*** Wrote standard operating procedures (SOP) that guided all aspects of operations including physical security, safety, administrative management and equipment accountability.

**Musician** – U.S. Marine Corps 5/2012 to 4/2025

Selected to represent the United States and the US Marine Corps with positive professionalism as a musical performer. Traveled worldwide to perform for dignitaries such as the Defense Minister of New Zealand, the President of the Republic of the Marshall Islands, the United Kingdom Secretary of State for Defense, the President of the Federated States of Micronesia, the President of the Republic of Palau, the Minister of Defense of the Republic of Korea, the President of the Republic of Korea and more during 400+ annual events in addition to leadership duties.

* ***Training Oversight:*** Led band in rehearsals and precision drills, selected ceremonial music and ensured all musicians were prepared to perform flawlessly.
* ***Team Leadership:*** Supported overall operations as the section leader; established rehearsal schedule that trained and prepared musicians for hundreds of annual performances. Coordinated the details of each event and kept the team informed and ready to play with professional precision.
* ***Process Improvement:*** Boosted customer service satisfaction rating 25% and slashed hours by 60% after introducing more efficient correspondence routing procedures for all operational events.

**EDUCATION AND TRAINING**

**Bachelor of Science, Business Management** – American Military University

**Associate of Arts, General Studies** – Allied American University

**Protocol Officer Training** – Protocol School of Washington

**Music Unit Leader Course / Advanced Musicians Course** – Naval School of Music

**CERTIFICATIONS**

**Project Management Professional (PMP)** – Project Management Institute (PMI), in progress, due 3/2025

**Active Secret Security Clearance**, last renewed X/XXXX