

# Diamond Ray Louden

Results-oriented, Client Focused, Audio Engineering and Tech Sales Professional | Chicago, IL  
[diamonddlouden@gmail.com](mailto:diamonddlouden@gmail.com) — [LinkedIn](#) — [Portfolio](#)

---

## PROFESSIONAL SUMMARY

---

- Blends a calm, grounded communication style with sharp analytical thinking, able to translate complex systems into approachable, actionable insight for any audience
- Builds trust quickly in conversation, diffusing tension and steering dialogue toward clarity, collaboration, and shared purpose
- Motivated by bridging data, people, and processes to drive meaningful outcomes
- Adapts seamlessly between detail-oriented execution and high-level strategy, ensuring both precision and progress across fast-moving environments
- Guided by curiosity and composure, approaches each challenge as an opportunity to learn, connect, and create lasting impact

---

## AREAS OF EXPERTISE

---

- |                         |                          |                                    |
|-------------------------|--------------------------|------------------------------------|
| • Business Development  | • Pipeline Management    | • Customer Relationship Management |
| • AI Prompt Engineering | • Technical Writing      | • Data Analysis-Visualization      |
| • Workflow Automation   | • Stakeholder Engagement | • Knowledge Transfer               |
- 

---

## CAREER HIGHLIGHTS

---

- Achieved a 20% lift in qualified lead conversion and sustained 10 new partnership conversations monthly at re:WORK Training **2025**
- Increased AI model accuracy by 30% through optimized prompt design and technical documentation at Accenture and Amazon **2022 – 2024**
- Reduced reporting time by 40% on multi-million-dollar CPG datasets by developing automated dashboards at Mondelez International **2024 – 2025**
- Strengthened customer engagement, driving a 15% retention increase at Walgreens and 20% boost in personalized marketing effectiveness at Maserati **2022 – 2023**
- Delivered 44% growth in repeat sales and helped drive Saks OFF 5TH to a #3 national ranking through data-driven retail operations **2019 – 2021**

---

## PROFESSIONAL SUMMARY

---

### Business Development Representative BDR - re:WORK Training 2025 - Present

- Elevated qualified lead conversion by 20%, applying advanced prospect research and LinkedIn Sales Navigator targeting, outperforming baseline BDR benchmarks through mission-fit alignment and personalized outreach.
- Accelerated pipeline growth, consistently conducting 15+ discovery and follow-up calls monthly, leveraging CRM insights and structured note-taking to uncover partnership opportunities beyond standard lead lists.
- Tested nascent outbound campaigns that generated ~10 net-new partnership conversations per month, maintaining a professional BDR cadence typically reached post-training, while refining messaging through data-backed iteration.

### Account Management Analyst - Accenture 2022 – 2025

- Boosted client deliverables by 30% with data-driven prompt optimization, demonstrating precision in aligning solutions to client needs
- Streamlined workflows with AI-driven automation, strengthening operational efficiency, building trust with leads
- Ensured 100% adherence to quality standards, reinforcing credibility and reliability in client-facing deliverables

### Business Analyst, Mondelez International - Accenture 2024 - 2025

- Delivered actionable insights from multi-million-dollar datasets, developing automated analytics workflows, enabling leadership to make faster, data-backed decisions
- Expedited executive decision-making by 60%, designing and deploying automated dashboards that integrated real-time data streams, ensuring continuous visibility into multi-million-dollar performance metrics
- Orchestrated cross-functional alignment, standardizing reporting workflows and introducing automated handoff systems, eliminating 80% of bottlenecks and boosting workflow efficiency by 20%

### Technical Writer Amazon Project Neo - Accenture 2023 – 2024

- Produced AI-driven documentation by defining prompt authoring standards, QA workflows, and automation processes, improving model usability and client adoption by translating technical NLP workflows into clear, actionable guidance for non-technical teams

# Diamond Ray Louden

Results-oriented, Client Focused, Audio Engineering and Tech Sales Professional | Chicago, IL  
[diamondlouden@gmail.com](mailto:diamondlouden@gmail.com) — [LinkedIn](#) — [Portfolio](#)

- Encouraged knowledge-sharing across teams, developing peer-reviewed documentation templates and review cycles, ensuring consistent tone and accuracy of all Prompts & Responses
- Increased prompt effectiveness by 25%, standardizing annotation guidelines and refining documentation workflows, translating complex AI training insights into measurable performance gains

## Customer Preference Analyst, Walgreens Boots Alliance - Accenture

2022 - 2023

- Tuned personalization strategies, analyzing consent and communication data within the OneTrust platform, harmonizing multi-channel privacy preferences to amplify engagement across digital and in-store touchpoints
- Composed data-driven CRM targeting framework, integrating AI-powered journey models into OneTrust, sharpening segmentation accuracy and strengthening the ability to identify and convert high-value customers
- Engineered cross-team design insights into actionable documentation and RAID logs, increasing customer retention by 15% through clear, preference-based communication

## CRM Apprentice, Maserati - Accenture

2022 - 2023

- Amplified customer segmentation models, analyzing vehicle-of-interest and lease data through Acoustic and E-Cut workflows, improving personalized marketing effectiveness by 20%
- Streamlined CRM automation, refining email and direct mail campaign workflows across Accenture Interactive tools, accelerating lead follow-up and boosting conversion rates by 15%
- Created data-driven retention strategies, evaluating engagement analytics and consent captures, enhancing customer lifetime value through tailored, preference-based outreach

## Retail Operations Lead - Saks OFF 5TH

2016 - 2019

- Boosted store's online fulfillment rank to #3 nationwide by leading cross-department operations, driving a 23% increase in online sales

## Operations Specialist - Nordstrom Trunk Club

2015 - 2016

- Drove a 44% increase in repeat sales by leveraging CRM insights to track fulfillment trends, support stylist outreach, and personalize follow-ups based on client purchase and return behaviors.

## Marina Dock Assistant - Suntex Marinas

2014 - 2015

- Managed daily dock operations and customer transactions, assisting boaters with mooring, billing, and retail purchases while engaging with diverse patrons, strengthening interpersonal skills and comfort in both warm and cold client interactions

## Retail Sales & Styling Associate - Levi Strauss & Co.

2013 - 2014

- Engaged customers in personalized styling conversations, identifying needs and curating product selections, turned interest into sales, helping maintain the flagship store's #1 national ranking through consistent target overachievement.

## Research Analyst - Quincy Labs

2022 - Present

- Developing blockchain-native AI ecosystems with a focus on Decentralized Finance (DeFi) and Web3 applications
- Leading research initiatives in smart contracts, zero-knowledge proofs (Z.K.P.'s), and secure AI inference for decentralized infrastructures
- Innovating in AI governance systems, on-chain automation, and improving blockchain scalability solutions

---

## EDUCATION - CERTIFICATIONS

---

• C.C.C., W.W.C. - Dental Assisting 2013

• C.C.C., H.W.C. - Music Business 2016

### Blockchain Developer Programs

- ConsenSys Academy - Blockchain Bootcamp 2022
- Alchemy University - Ethereum 2023
- Women Build Web3 - 2022

- Encode - Solidity, Z.K., Solana 2021 - 2023
- NEAR Protocol - University 2022 - Present
- Dev. DAO - Member #6749 2022 - Present

### Certifications and MOOCs

- C4 - Certified Bitcoin, Ethereum Professional Issued Oct 2022
- University of Nicosia - Intro to Digital Currencies 2022 - Present
- Google Cloud Skills Boost - Intro to Generative AI 2023
- Udemy, freeCodeCamp - JavaScript, Python 2019 - 2021
- Recording Radio Film Connection - Audio Engineering Certified 2016 - 2017

- Secureum - Blockchain Auditing 2022 - 2023
- U.C. Berkeley - DeFi MOOC 2023
- Buildspace - NFT, DAO 2021 - 2022