

NATALIA JONES, MBA, CSM®

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Title

Global Operations Leader. Project/Program Manager. Risk and Compliance Expert.

Professional Summary

Business professional equipped to drive strategic initiatives and deliver impactful results. Adept in project management, process improvement, and stakeholder communication. Strong focus on team collaboration and adaptability to changing needs. Skills include risk assessment, resource allocation, and timeline management. Reliable and results-driven approach to achieving organizational goals.

Skills

- Project Management/Agile and Waterfall methodologies and tools
- Business Analytics/Audit and Risk Management
- Global Team Leadership/Training and Development
- Track record of successfully leading complex business transformation initiatives

Education

MBA: International Business

Wright State University

Jun 2010

Dayton, OH

BBA: Business Administration and Management

Thomas More University

Jun 2008

Cincinnati, OH

Certifications

- STRATEGIC PROJECT COORDINATION GLOBAL Quality Standards
- PRODUCT LAUNCHES EXECUTIVE LEADERSHIP
- CERTIFIED SCRUM MASTER/CSM®
- PMP® Certification in Progress

Work History

BUSINESS PROJECT MANAGER

FWG Southwest Florida

Apr 2024 - Current

Fort Myers, FL

- **Project Planning and Execution** : Developed and managed project plan, timelines, and budgets for the integration of a major software system within the construction industry, with a total revenue of \$25,000,000.

- **Vendor Selection and Evaluation** : Conducted thorough market research and vendor evaluations to identify the best technology partners. Developed and implemented a comprehensive vendor selection process, ensuring alignment with organizational goals and technical requirements.
- **System Integration** : Ensured seamless integration of the software system, enhancing operational efficiency and data exchange.
- **Automated Process Creation** : Developed an automated well documented process for managing projects, significantly boosting efficiency and reducing opportunities for human errors.
- **Efficiency Improvement** : Streamlined processes to increase project execution efficiency by reducing completion times and enhancing productivity.
- **Backlog Management** : Successfully cleared the project backlog, ensuring timely delivery and improved project tracking.
- **Revenue Recovery** : Recovered \$300,000 in revenue through effective project management and process optimization.

LEADER, Global Quality/Special Projects

Mar 2016 - Jan 2023

FIS/WorldPay

Cincinnati, OH

- **Team Building and Process Framework** : Direct work experience in strategy and operations at a top financial technology company, FIS; from building the team to building the process framework.
- **Relationship Management** : Highly skilled at forming trusted relationships with executive leadership teams internally and from a vendor management perspective.
- **Business Insight** : Strong understanding of the 'heart of the business, its pains and opportunities' and experience working directly or indirectly with various business functions and multiple aspects of the organization value chain, from business and product development to downstream support operations.
- **Risk Assessment and Quality Analytics/Team Management** : Led a team that provided risk assessment and quality analytics for offshore and onshore processing and data management in North America and the UK.
- **Project Management** : Created and executed a project plan for chargeback system implementation for the Issuing side of the business, managing multiple teams: communications, development, and training.
- **Compliance and Audits** : Successfully completed global internal process and compliance audits with all satisfactory ratings for Merchant Back Office Operations.
- **Training Program Development** : Assisted in developing an internal training program to support process compliance initiatives and requirements.

INDUSTRY MARKETING ADVISOR (GOV, NFP, MED)

Aug 2015 - Jan 2016

Clark Schaefer Hackett

Cincinnati, OH

- **Tactical Planning and Progress Tracking** : Assisted industry committee with the development of tactical annual plans and tracking of progress.
- **Relationship Management** : Developed and nurtured relationships with strategic industry association contacts.
- **Proposal Support** : Supported the proposal process through competitive and strategic analysis,

content, and win-theme development, writing, and editing.

- **Marketing Services** : Provided services in all aspects of marketing for government, not-for-profit, and healthcare industry groups, including aggressive business development plans, proposal writing and editing, advertising, collateral management, strategic research, webinars, external and internal communication, conference planning, trade associations, and publications.
- **Stakeholder Communication**: Collaborated with cross-functional teams to ensure consistent messaging across all marketing channels.

SENIOR MARKETING MANAGER

Nov 2013 - Jan 2015

Yuxi Pacific

Cincinnati, OH

- **Strategic Planning** : Served as Strategic Marketing Executive for a newly acquired software development company. Created and executed a strategic marketing plan while managing staff and budget.
- **Lead Generation Optimization** : Optimized the lead generation process and tracked ROI, ensuring consistent business growth. Directed data gathering and evaluation from continuous market and competitive trends to provide appropriate strategic recommendations.
- **Innovative Strategies** : Managed innovative lead generation strategies across outbound email campaigns, website content, SEO, events, online ads, remarketing, SEM, social media, and more.
- **Product Development Collaboration** : Collaborated with the product development team to ensure consistency of brand standards and brand extensions for new product launches, from identifying needs to commercialization.
- **Marketing and Client Acquisition** : Helped increase company reach by developing innovative marketing and client acquisition plans to optimize existing online and offline programs, maximize traffic, improve conversion rates, and increase revenue streams.
- **Data-Driven Marketing** : Leveraged data insights from surveys, previous campaigns, and market research to develop targeted marketing initiatives.

CLIENT SERVICES EXECUTIVE

Mar 2012 - Nov 2013

TriComB2B

Dayton, OH

- **Client Relationship Management** : Developed and maintained strong relationships with clients, ensuring their needs were met and exceeded.
- **Marketing Campaign Management** : Managed B2B and B2C marketing campaigns for top US and EU companies, including trade show support, media and PR initiatives, web/interactive, and sales materials for international markets.
- **Award Achievement** : Achieved the '2013 Bronze Addy Honoring Excellence in Advertising' for TriComB2B Regional/National Client Integrated Campaign.
- **Quality and Delivery Improvement** : Improved the quality and delivery time of company services by spearheading collaboration with multiple internal departments.

SENIOR OPERATIONS PROJECT MANAGER

Nov 2007 - Mar 2012

Ipsos Interactive Services

Cincinnati, OH

- **Multinational Marketing Research** : Organized and implemented multinational marketing research

projects, promoted from Project Manager to Senior Project Manager by Q1 2008.

- **Process Improvement** : Ensured client analytics deliverable time efficiency and communication between pre-production and post-production teams by creating new processes in daily operations.
- **Budget Management** : Managed project budgets ranging from \$25K to \$150K with overall department revenues of \$10M, while implementing cost control best practices.