

AMBROJHAE B. JONES

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PROFESSIONAL SUMMARY

Operations and customer experience professional with 5+ years across financial services, retail, healthcare, and creative environments. Known for strong communication, integrity, and the ability to identify workflow inefficiencies and improve day-to-day team effectiveness in fast-paced, high-trust settings. Combines analytical thinking with creative problem solving, with additional experience in training and visual communication, strengthened through an MBA in Project Management. Targeting roles in product operations, brand/marketing operations, and business operations within modern, globally oriented organizations.

EDUCATION

Louisiana State University Shreveport | Shreveport, LA
Masters of Business Administration | May, 2026
Specialization: **Project Management**

Louisiana Tech University | Ruston, LA
Bachelor of Science in Applied Biology | Nov 2016
Concentration: **Pre-Medicine/Health, Research**

PROJECTS/COURSEWORK

Management of Information Systems – Information Systems Analysis Summer 2025

- Analyzed donor stewardship workflows and CRM usage, using stakeholder insights, process mapping, and Porter's Five Forces to identify system bottlenecks and operational gaps.
- Built internal coordination systems by creating project committees, structuring task ownership, and sending targeted communication to keep team deliverables aligned and on track.
- Developed strategic recommendations to improve data flow, donor experience, and cross-team coordination, synthesizing findings from research, interviews, and CRM capability review.

Marketing Strategy – Mock Marketing Strategy Development Summer 2025

- Developed a complete market and service strategy for a specialized healthcare transport model, including segmentation, positioning, and competitive analysis.
- Mapped the end-to-end patient and stakeholder journey to identify friction points and design reliable, HIPAA-aligned communication workflows.
- Evaluated market competitors to uncover patterns, unmet needs, and operational gaps, translating insights into a differentiated service strategy centered on reliability, transparency, and long-term scalability.

Organizational Strategies & Policies – Strategic Management Literature Review Spring 2025

- Conducted a systematic academic review examining how organizational culture evolves across traditional and technology-driven industries, with emphasis on automation, remote work, and digital transformation.
- Identified key patterns and themes across research sources to evaluate leadership practices, employee experience, and long-term cultural sustainability, strengthening research and critical analysis skills.
- Assessed strategic implications by comparing culture strength, turnover patterns, and operational challenges, generating insights relevant to organizational design and future workforce policy.

PROFESSIONAL EXPERIENCE

Relationship Banker

Bank of America | Plano, TX

Dec 2024 - Present

- Resolved complex customer inquiries in a regulated banking environment, handling transactional, digital, and account-related issues while coordinating with internal teams to ensure accuracy, compliance, and a high-quality client experience.
- Achieved ranking as a top associate in the local market for identifying investment-banking and wealth management opportunities by recognizing underutilized services and uncovering key client needs.
- Selected as a peer mentor within the first year, guiding new hires through workflow expectations, system navigation, and customer problem resolution to accelerate team readiness.
- Invited by the local Merrill Market Leader to present workflow methods to investment bankers, highlighting strong analytical thinking and effective communication of process best practices.

E-Store Lead

H-E-B Plano | Plano, TX

Aug 2023 - Mar 2025

- Oversaw high-volume e-commerce order flow and department operations as a lead, ensuring accurate fulfillment, efficient workflows, and a consistent customer experience during peak demand.
- Advanced within the department, progressing from Shopper to Specialist and then Department Lead due to strong performance, reliability, and operational consistency.
- Trained new team members, coordinated with front-end and curbside teams, and optimized daily workflows to improve accuracy, reduce delays, and maintain smooth operations during high-traffic periods.

Unit Secretary, Labor & Delivery

HCA Healthcare-Medical City Frisco | Frisco, TX

Jul 2023 - Jan 2025

- Coordinated daily operations in a high-acuity Labor & Delivery unit, managing documentation, communication flow across the care team.
- Facilitated communication between nurses, physicians, and patients, ensuring timely updates, accurate documentation, and smooth coordination across the unit.
- Utilized multiple clinical systems to manage patient scheduling, room turnover, and staffing updates, enabling efficient unit operations during high-volume periods.

Marketing and Promotions Manager

Luxe Design Center | Frisco, TX

Sep 2022 - Aug 2023

- Executed field-based marketing operations, completing onsite homeowner communication, project documentation, and real-time updates to support design and remodeling workflows.
- Enhanced digital brand presence by producing social content, project updates, and marketing materials that strengthened engagement and overall visibility across platforms.
- Drove business development efforts by identifying and nurturing new client leads and coordinating company events as a team of one, handling logistics, promotion, and on-site execution to support brand presence.

Training Store Assistant Manager

Sherwin Williams | Frisco, TX

Jun 2020 - Aug 2022

- Oversaw daily operations in a high-volume Sherwin-Williams store, supporting customer needs, supervising product preparation, and maintaining workflow; advanced through the Manager-in-Training Program into Assistant Manager and later Training Store Assistant Manager based on performance and leadership capability.
- Ensured precise tinting and formula accuracy while coordinating product ordering and stock levels, reducing rework and supporting timely fulfillment across professional and retail customer orders.
- Trained new team members on tinting procedures, store systems, and workflow expectations, and streamlined warehouse organization to improve product accessibility and order staging.

ADDITIONAL EXPERIENCE / VOLUNTEER EXPERIENCE

Member - Inter-Generational Employee Network (iGen)

Bank of America | 2025-Present

Supports cross-generational communication, early-career development, and professional growth initiatives.

Member - LEAD for Women

Bank of America | 2025-Present

Participates in programming focused on leadership development, career advancement, and empowerment of women in business.

Bank of America Community Volunteer Program

Bank of America | 2025-Present

Participates in employer-sponsored community service initiatives, contributing volunteer hours to local organizations.

SKILLS AND CERTIFICATIONS

Certifications/Licenses:

American Heart Association - First Aid CPR/AED 2025
AWS Academy Cloud Foundations 2025

Software:

CRM Platforms (Salesforce, Internal SRM Tools) | Microsoft Office Suite |
Meditech | eClinical Works | Google Suite & Business Suite | Meta Business
Suite | Canva | Duda | Campaign Monitor

Social Media:

Instagram | Facebook | Pinterest | LinkedIn

Operations & Workflow:

Process Improvement | Workflow Optimization | Project Coordination |
Cross-Functional Collaboration | Journey Mapping | User Experience Support |
Operational Efficiency

Analytical & Strategic:

Data-Driven Decision Making | Business Insights & Performance Analysis |
Analytical Problem Solving | Metrics Awareness & Performance Indicators |
Insight Interpretation & Storytelling | CRM Analytics | Systems & Workflow
Analysis | SQL (Familiarity) | Digital & AI-Enabled Transformation Support |
Cross-Functional Collaboration | Creative Strategy Support | Audience &
Consumer Insights | Operational Efficiency | Process Optimization |
Stakeholder Communication

Marketing & Communication:

Content Production | Social Media Management | Brand Visibility Strategy |
Field-Based Client Communication | Documentation & Reporting