

# Nia Simone Jacobs

## Professional Summary

Operations Lead with creative background looking to develop professionally while bringing unique set of skills to work environment. Focused on driving results through analyzing a variety a data. Striving for constant innovation and development.

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## Work History

Rinse

Vendor Operations Lead

March 2020 – Present

- Working with cleaning partners to achieve optimal cleaning quality and streamlined cleaning operations.
- Thoroughly investigating and processing damaged and missing claims to achieve fair resolutions with cleaning partners and customers.
- Tracking and analyzing cleaning operations metrics in order to understand and iterate best practices within the cleaning world.
- Designed and executed mask production for the San Francisco operations team and customers.

Resonance Consulting Group – Oakland California

Assistant

January 2019 - Present

- Writing and editing documents corresponding with weekly meetings and workshops in order to supplement meaningful and tangible change within organizations.
- Preparing for team and equity building retreats through collecting qualitative data and creating guiding documents.
- Transcribing and formatting follow-up documents to ensure team development is kept up to date.
- Analyzing feedback and qualitative data in order to improve workshops and tailor future work to clients.

Uniqlo USA

Visual Merchandising Associate

September 2017- March 2020

- Created and styled displays based on monthly directives and location-specific requirements in order to both achieve a visually appealing store and showcase new and featured items.
- Appealed to current style and marketing trends using visual space. Consistently driving sales of new and trendy items.

## Skills

- Microsoft Office
  - Adobe Creative Suite
  - Email management software
  - Editing
  - Customer Service
  - Attention to detail
  - Communication
  - Collaboration
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## Education

2018

**Howard University**

Bachelor of Arts – English

Minor – Theatre Technology

2014

**Santa Catalina School**

High School Diploma

- Analyzed weekly sales to maximize visual space and sales based on store demographics.
- Executed weekly relevant functions pertaining updating and placing marketing assets throughout store.
- Assisted with general store operations when needed, including customer service and display maintenance; exceeding company standards.

Howard University – Washington, DC

Administrative Assistant

February 2015- May 2016

- Filed, organized, and created donor and student scholarship files to ensure accurate documentation of past and current scholarships.
- Developed file organizing system to streamline donor file and donor recipient filing and retrieving processes.
- Responded to student and parent financial aid inquiries thoroughly and professionally.
- Ensured accuracy of student accounts and billing.
- Executed front desk duties including copying, faxing, answering and forwarding phone calls.