

# Darren R. Jones, MPA

## Work Experience

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### **Jones Strategy and Consulting Group, LLC** – Rutherford, NJ

Jun 2023 – Present

#### *Managing Director*

- Directly managed a team of 3 – 5 employees in Operations, Administration, and Marketing.
- Cultivated and managed relationships with a portfolio of 5 key clients, resulting in a 123% increase in revenue.
- Developed go-to-market strategies for 5 organizations, with 85% of organizations achieving profitability within 7 months.
- Facilitated internal conflict resolution for 4 client organizations, fostering improved communication and enabling productive, argument-free meetings.
- Led the development and execution of a data-driven marketing campaign that exceeded revenue targets by over 35% within 6 months. This involved analyzing market trends, identifying target audiences, and developing effective communication strategies.
- Successfully spearheaded the development and submission of proposals for 10 large-scale projects, securing contracts valued at over \$550,000.
- Implemented a new outreach and client onboarding process that increased new member count by 50% and reduced onboarding time by 20%.

### **National Foundation for Facial Reconstruction (d/b/a myFace)** – New York, NY

Jun 2022 – Mar 2023

#### *Operations Manager*

- Analyzed financial data to identify \$150,000 in annual cost-saving opportunities, and implemented measures that reduced vendor costs by 13%, showcasing data analysis and cost reduction skills.
- Streamlined expense and process management across the organization, resulting in a 15% increase in operational efficiency, highlighting expertise in process improvement.
- Led a cross-functional team to develop and implement a new inventory management system, resulting in a 10% reduction in inventory waste, emphasizing cross-functional collaboration and project management.

### **United Way of New York City** – New York, NY

Jun 2018 – May 2022

#### *Senior Pantry Capacity & Operations Manager*

Mar 2022 – May 2022

- Developed and recommended business strategies for acquisitions, demonstrating strategic thinking and an ability to identify and evaluate new opportunities.

#### *Pantry Capacity and Operations Manager*

Aug 2020 – Mar 2022

- Led the implementation of a data-driven approach to client needs analysis, resulting in a 30% increase in targeted food distribution and a 10% reduction in client dissatisfaction rates.
- Successfully oversaw a \$500,000 project to expand pantry capacity by 25%, ensuring project completion within budget and on schedule.

#### *Client Adoption Lead for Plentiful App*

Jul 2018 – Aug 2020

- Increased app adoption by 25% through user-centered design principles and targeted marketing campaigns.
- Collaborated with external developers to enhance the user experience and improve client satisfaction through the development of custom client-facing modules.
- Analyzed user feedback and app usage metrics to identify areas for improvement and inform product development decisions, demonstrating strong analytical and problem-solving skills.

### **New York University** – New York, NY

Jan 2021 – Present

#### *Adjunct Instructor - Intro to Public Policy*

Sep 2022 – Present

- Effectively led and facilitated recitations for 10-20 students, fostering a dynamic learning environment that resulted in a 15% increase in class engagement and a 7% improvement in student exam scores.
- Provided mentorship to 5 international students, guiding them in the nuances of US academic writing and achieving a 90% success rate in their academic transitions.

#### *Head Teaching Assistant - Intro to Public Policy*

May 2021 – May 2022

- Successfully led and executed multiple cross-functional projects, including technology integration and curriculum updates, involving faculty, staff, and students. Demonstrated exceptional project management skills by ensuring 100% on-time delivery while achieving a 12% reduction in labor costs.
- Played a pivotal role in the smooth transition to a new educational CRM system by training 15 teaching assistants and ensuring its consistent and effective implementation across all classes.

#### *Writing Center Admin / Teaching Assistant - Intro to Public Policy*

Jan 2021 – May 2021

- Orchestrated 3 critical projects aimed at optimizing the scheduling of writing consultants, resulting in a 7% increase in productivity and a 3% reduction in labor expenses.
- Successfully managed the design and development of a user-friendly and accessible website for the Writing Center, collaborating effectively with stakeholders to meet all accessibility requirements.

## Education

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### **New York University** - New York, NY

*Master of Public Administration*

Specialization in Social Innovation, Impact, and Investment

### **Wesley College** – Dover, De

*Bachelor of Arts in Philosophy & Religion*