


Hi, I'm Jennifer M. Lozano.





Professional Summary

I have a tagline and I love it -> **Read, Learn, Teach, Inspire!** This is my goal in life to lead by example learning each day to develop skills that lead to new opportunities to create change and inspire employees, students, and communities. I am a forward-thinking Operations Expert with a proven record of accomplishment in organizational and program development during my career. Driven and ambitious change manager dedicated to continuous business improvement focused on enhancing revenue, connecting staff to vision, and streamlining business operations. Diligent in driving the creation of student and adult training, documentation and presentations, technology-based solutions, and community engagement.

Contact

 9179217798

 jmclozano@gmail.com

 2 Rolling Hill Dr, Patchogue, N Y 11772 jmclozano.com

Experience

VICE PRESIDENT OF OPERATIONS *Jan 2016 - Current*

CONSUMABLE INC.

- Strategically, design and structure corporate processes to support account management, and product development teams in support of the vision.
- Apply performance data to evaluate and improve organizational processes in areas of finance and contract management, sales pipeline reporting, and email marketing campaigns.
- Manage cross-functional collaboration to drive team engagement and keep members on course to achieve demanding company targets.
- Established clear goals and developed internal reporting online dashboard/database determining department analytics, tracking results for effective decision making.
- Administer all financial reporting for AR/AP process with effective controls to prevent overages, minimizing burn rate, and support sustainability objectives.

OWNER/CEO *Jan 2015 - Jan 2016*

BOOK NOOK CENTER

- Built and fostered relationships with the local community and implemented a children reading/storytime program, reaching children from diverse backgrounds.
- Implemented team-based learning by leading Literacy Corner sessions consisting of reading, art projects, group discussions and sight word recognition.
- Cultivated forward-thinking, by designing shared book workshops building on key components including listening comprehension, oral language vocabulary, alphabet knowledge, phonological/ phonemic awareness, among various knowledge needed to transform a student's mind.
- Devised, deployed and monitored processes to boost long-term business success and increase profit levels.

VICE PRESIDENT OF OPERATIONS *Jan 2014 - Jan 2015*

ECCOMMISSION SOLUTIONS

- Led staff planning initiatives to determine employee needs and improve

Skills

- Strategic planning and execution
- Process Reengineering
- Operations Oversight
- Budgeting & Planning
- Technology-Based Solutions
- Entrepreneurship
- Mentoring
- Community Relations
- Emerging Technologies
- Training & Development
- Cultural Awareness
- Coaching and Mentorship
- Process Development
- Brand Building
- Wellness & Mindfulness training
- Social Media Marketing
- Client relationship building
- Training and development
- Cross-functional team management
- Customer service
- Team building and leadership
- Employee training and development

organizational culture.

- Reviewed internal systems to control financial and strategic planning activities.
- Presented company financial and operational conditions and growth initiative results during earning calls.
- Recommended and implemented procedural changes to enhance services rendered to customers.
- Optimized business performance with consistent data tracking and analysis of ongoing operations.

SENIOR DIRECTOR Jan 2009- Jan 2014

ECOMMISSION SOLUTIONS

- Developed a plan to coordinate operations in support of the company's growth by formulating policies and strategic plans for future growth, and managing daily operations of personnel, purchasing, administration and other departments.
- Provided Sales and Marketing support to build client awareness, generate new sales and improve operational efficiency in the client service department.
- Built and strengthened relationships across functional leadership by collaborating with company executives to ensure strategy aligned with company objectives and met the needs of clients.

Education

MASTER OF ARTS - INSTRUCTIONAL TECHNOLOGY & MEDIA

Apr 2021

Teachers College, Columbia University, NY

BACHELOR OF SCIENCE - PSYCHOLOGY

Jan 2004

Mercy College, Dobbs Ferry, NY

Technology

- Google Business/Classroom/MS Office
- Google Analytics/Google Ad Manager 360/Yahoo DSP ++
- Flipgrid, Adobe Spark Video, Seesaw
- Canva/Pixlr/Adobe Photoshop
- Prezi/Slides/Powerpoint
- Hootsuite, HubSpot, Salesforce
- MixMax
- Asana/Jira/Confluence
- Slack/Monday/Trello
- Zoom/Hangouts/
- Notion.io
- WordPress/Wix/Squarespace
- Hosting - Godaddy/Bluehost
- HTML/CSS/Javascript, chart.js, ATOM
- Firebase/AWS/Github/CodePen

Member Honor Society And Associations

- International Society for Technology in Education (ISTE)
- PSI CHI, THE INTERNATIONAL HONOR SOCIETY IN PSYCHOLOGY
- PI GAMMA MU, International Honor Society in Social Sciences