

John E. Jones, III, MBA

Strategic Operations & Organizational Leader | United States Air Force Veteran (VAANG)
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PROFESSIONAL SUMMARY

Strategic Operations Leader with an MBA and over 15 years of experience directing high-stakes programs across Data Center, Logistics, Banking, and Military sectors. Expert in bridging the gap between complex operational requirements and organizational goals. Specializes in Industrial-Organizational Psychology principles, leveraging human-centric strategies to optimize workforce performance, enhance corporate culture, and drive operational resilience. Adept at managing large cross-functional teams (150+ personnel), overseeing multi-million dollar assets, and ensuring compliance with rigorous global regulatory standards.

CORE COMPETENCIES

- **Strategic Leadership:** Organizational Leadership, Strategic Planning, Change Management, Policy Development, Stakeholder Management, Crisis Management, Executive Reporting.
- **Operational Excellence:** Program Management, Process Improvement, Risk Management, Resource Allocation, Regulatory Compliance, Vendor Negotiation, Budget Management.
- **Human Capital & I/O Psychology:** Workforce Optimization, Performance Management, Leadership Dynamics, Organizational Behavior, Safety Culture, Training & Development.
- **Technical Oversight:** Critical Infrastructure Operations, Physical Security Architecture, Operational Continuity, Data-Driven Decision Making.

PROFESSIONAL EXPERIENCE

Amazon Web Services (AWS) | Manassas, VA Data Center Security Manager | 2024 – Present
Selected to direct operational strategy for critical infrastructure, transforming protocols to align with global business objectives.

- **Strategic Program Leadership:** Architected and directed the holistic security and operational program for four mission-critical facilities. Defined strategic roadmaps for physical and logical integration.
- **Compliance & Governance:** Led organizational adherence to complex regulatory frameworks, serving as the primary liaison for external auditors and executive leadership regarding risk posture and compliance standards.
- **Asset & Risk Management:** Oversaw the protection of multi-million dollar assets and critical mechanical/electrical (MEP) infrastructure, ensuring 99.99% operational continuity through proactive risk mitigation strategies.
- **Vendor & Stakeholder Management:** Managed full-lifecycle vendor relationships and technical contracts, optimizing budget spend for access control and surveillance systems.

Amazon | *Manassas, VA Workplace Health & Safety Specialist (WHSS)* | 2023-2024 *Driving safety culture and operational compliance within a high-volume logistics environment.*

- **Risk Analysis & Mitigation:** Execute comprehensive risk assessments for critical infrastructure, translating hazard data into actionable leadership reports to guide operational decision-making.
- **Data-Driven Reporting:** Utilize advanced risk management software to analyze incident trends, presenting high-level compliance and safety metrics to regional leadership to drive policy adjustments.

Capital One | *Richmond, VA Customer Service (High-Priority) Manager* | 2020 – 2022 *Managed operational workflows and cross-departmental partnerships to enhance service delivery and data integrity in the banking sector.*

- **Process Improvement:** Partnered with internal teams to identify vulnerabilities in Customer Relationship Management (CRM) and telephone systems, successfully integrating best practices into standard operating procedures.
- **Performance Analytics:** Analyzed customer interaction data to identify anomalies, leading strategic initiatives that reduced fraud escalation and operational inefficiencies.

CSX Transportation | *Various Locations Freight Conductor & Remote Control Operator (RCO)* | 2014 – 2020 *(Furloughed 2016–2018) Ensured the operational integrity and security of critical transportation networks and control interfaces.*

- **Critical Infrastructure Operations:** Managed the secure transport of hazardous and sensitive cargo, maintaining strict compliance with Federal Railroad Administration (FRA) regulations and safety standards.
- **Operational Continuity:** Applied advanced troubleshooting to resolve in-transit mechanical and electrical control issues, minimizing downtime and maintaining the security of high-value organizational assets.

Swift Transportation | *Richmond, VA Operations Manager* | 2016 – 2018 *Directed large-scale logistics operations, focusing on workforce management and regulatory compliance.*

- **Large-Scale Team Leadership:** Managed a workforce of 150+ drivers, responsible for recruitment, performance reviews, training, and disciplinary actions.
- **Policy Enforcement:** Enforced strict regulatory (DOT) and corporate policies, fostering a culture of accountability that protected sensitive cargo and proprietary data.
- **Change Management:** Leveraged vehicle telematics data to drive behavior modification programs, achieving a 25% reduction in critical safety violations through targeted coaching and leadership.

United States Air Force | *Various Locations* **Aircraft Armament Systems Supervisor (2W151)** | 2008 – 2014 *Supervised technical teams in a "zero-defect" classified environment, managing high-risk explosive systems.*

- **High-Stakes Team Supervision:** Led a specialized unit responsible for the F-22 Armament Systems, enforcing strict discipline and technical precision in a high-stress operational theater.
- **Safety & QA Protocol:** Managed the handling and loading of hazardous explosive assets, maintaining a 100% safety record through rigorous adherence to Technical Orders (TOs) and Quality Assurance (QA) standards.
- **Operational Readiness:** Directed system diagnostics and loading operations to ensure rapid deployment capability, directly supporting national defense objectives and sortie generation rates.

EDUCATION

Harvard University | Cambridge, MA *Extension School Master of Liberal Arts (ALM) in Extension Studies, field: Industrial-Organizational Psychology Status: **Applicant** (Pre-degree courses in progress)*

Western Governors University | Salt Lake City, UT *Master of Business Administration (MBA), IT Management*

Western Governors University | Salt Lake City, UT *Bachelor of Science, IT Management*

Southern New Hampshire University | Manchester, NH *Bachelor of Science, Finance*

CERTIFICATIONS

- **Certified in Cybersecurity (CC)** – (ISC)²
- **CISSP** – (ISC)² (In Progress)