

RAFAEL CLASS II, MBA

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RafaelClassll.com

OBJECTIVE

Innovative and results-driven leader with a profound commitment to Diversity, Equity, and Inclusion (DEI) and extensive expertise in Change Management and Lean Six Sigma methodologies. Passionate about driving transformative DEI initiatives that foster inclusive and equitable environments within higher education institutions. Certified in Diversity, Equity, and Inclusion by the National OSHA Foundation, complying with the standards of the EEOC. Proven ability to develop and implement cutting-edge programs that enhance organizational culture, drive sustainable growth, and deliver exceptional results. Eager to leverage a diverse skill set to spearhead impactful DEI strategies, bringing excellence and inclusivity to academic institutions through remote opportunities.

EDUCATION

Liberty University

Lynchburg, VA

Doctor of Education (EDD)

Higher Education Administration: Organizational Leadership, May 2025

University of the Southwest

Hobbs, NM

Master of Business Administration (MBA)

Strategic Leadership, December 2020

Nyack College

Nyack, NY

Bachelor of Science in Organization Management

Change Management, December 2018

EXPERIENCE

National University

San Diego, CA

Enrollment Advisor

May 2024 - Present

- Advise prospective students on program options, admissions processes, and financial aid opportunities.
- Implement enrollment strategies to increase student engagement and retention.
- Foster a culture of inclusivity and support throughout the enrollment process.

RAFAEL CLASS II LLC

Lovington, NM

CEO | Change Management Consultant

September 2019 - Present

- Spearheaded various initiatives that propelled sustainable growth.
- Implemented change management methods with a focus on DEI strategies.
- Developed DEI programs fostering a culture of belonging and inclusiveness.
- Optimized business operations through foundational process improvements.

Morris Brown College

Atlanta, GA

Adjunct Professor

January 2021 - Present

- Fostered a supportive learning environment through active listening and empathy.
- Encouraged personalized learning experiences tailored to individual styles.
- Promoted a culture of collaboration and mutual respect among students and faculty.

Turner Job Corps

Albany, GA

Academic Supervisor

June 2023 - October 2023

- Developed and implemented weekly academic plans.
- Led a diverse team of twenty-eight professionals, enhancing productivity and morale.
- Addressed academic issues considering the diverse needs of students.
- Promoted inclusivity and diversity within the academic community.

JP Stone Community Bank

Hobbs, NM

Senior Credit Risk Analyst

October 2021 - July 2022

- Developed and implemented innovative risk management strategies.
- Led cross-functional teams in analyzing and mitigating credit risks.
- Enhanced risk assessment methodologies for optimized returns.
- Streamlined credit origination processes with automation and predictive modeling.

McAlister's Deli

Hobbs, NM

General Manager

August 2020 - October 2021

- Developed data-driven strategies for growth and profitability.
- Assessed market trends, competitor activities, and customer insights.
- Led cross-functional teams, promoting collaboration and innovation.
- Optimized operations and processes to improve performance.

Four Kings Auto Group

Remote

Financial and Insurance Manager

March 2018 - April 2021

- Developed financial strategies to maximize profitability and mitigate risk.
- Analyzed market trends and forecasted financial outcomes.
- Led cross-functional teams to achieve exceptional results.
- Utilized data analytics to identify performance improvement opportunities.

ADDITIONAL EXPERIENCES

Inmate Grievance Representative | Fishkill Correctional Facility | Beacon, NY

F&I Manager | Cox Nissan | Bronx, NY

Director of Operations | Touch of Class Construction | Fall River, MA

Director of Operations | Northeast Landscaping | Needham, MA

Shift Leader | AJ Wright Distribution Center | Fall River, MA

Logistics Analyst | Blount Seafood | Fall River, MA

CERTIFICATIONS

- **Diversity Equity Inclusion Certified** | National OSHA Foundation | Cred. ID NOF-1720823051-49334-79173
- **Lean Six Sigma Master Black Belt** | Management & Strategy Institute | Cred. ID 206886946
- **Change Mgmt. Specialist (CMS)** | Management & Strategy Institute | Cred. ID 2067522413
- **Organizational Leadership in DEI** | Rice University | Cred. ID C34NLTV9PEX4
- **Leading for DEI in Higher Education** | University of Michigan | Cred. ID XTNDSFZZWW5E
- **Human Rights Specialist** | US Institute of Diplomacy & Human Rights | Cred. ID 56557720
- **Lean Six Sigma in Healthcare** | CertiProf International | Cred. ID CS124I594
- **Lean Six Sigma Black Belt** | CertiProf International | Credential ID CS123I588
- **CRC Software Certification** | Credit Repair Cloud | Cred. ID 18602999
- **Certified F&I Manager** | F&I Training | Cred. ID Rafael Class II

SKILLS

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| • Strategic Leadership | • Microsoft Suite | • Google Suite |
| • Analytical & Critical Thinking | • Conflict Resolution | • Influential & Persuasive |
| • Raising Capital | • Coaching and mentoring | • Workshop Facilitation |
| • Organizational Restructuring | • M & A Integration | • Metrics & Feedback Analysis |
| • Emotional intelligence | • Bilingual - English & Spanish | • VoC Specialist |
| • SQL | • Agile | • Process Improvement |
| • 5S and Visual Control | • Statistical Process Control | • Forecasting |
| • Strategic Planning | • Hoshin Kanri Strategist | • Root Cause Analyst |
| • Minitab | • Implementation | • Supply Chain |
| • Data Analysis | • Change Impact Analysis | • Risk Ass. and Mitigation |
| • Stakeholder Engagement | • Comm. Planning & Execution | • Cross-functional Collaboration |
| • Training Program Design | • Employee Engagement | • Problem-Solving |
| • Continuous Improvement | • Project Management | • Conflict Resolution |
| • Change Mgmt. Strategy Dev. | • Adaptability & Resilience | • Recruitment |

REFERENCES

- Cory Potter | Elon University | 407.416.7630 | corypotter222@gmail.com
- Jamila Wright | Nyack College | 845.323.9453 | jamilawright10@gmail.com
- Cynthia Dorsey | Westchester Community College | 914.396.5938 | cynthiadorsey@aol.com
- Raphael C. Jackson | Albany State University | 407.591.1035 | raphaelcjackson@gmail.com