

# Rafael Class II, MBA

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## **Objective**

Innovative & results-driven leader with over 15 years of experience in management, operations, & strategic leadership. Demonstrates expertise in Change Management, Lean Six Sigma methodologies, & fostering Diversity, Equity, & Inclusion (DEI) initiatives. Proven track record of driving business growth, improving operational efficiency, & leading cross-functional teams. Seeking a position in the Pekin & Peoria, IL area to leverage diverse skill sets in strategic planning, team development, and operational excellence.

## **Education**

**Liberty University** | Lynchburg, VA

**Doctor of Education (EdD)** in Higher Education Administration: Org. Leadership, May 2025

**Fordham University** | New York, NY

**Master of Science in Real Estate (MSRE)** in Decision and Risk Mgmt. December 2024

**University of the Southwest** | Hobbs, NM

**Master of Business Administration (MBA)** in Strategic Leadership, December 2020

**Nyack College** | Nyack, NY

**Bachelor of Science in Organization Management:** Change Management, December 2018

## **Professional Experience**

**Rafael Class II LLC** | Remote

CEO | Change Management Consultant September 2019 – Present

- Spearheaded initiatives that drove sustainable business growth through process improvements.
- Developed & implemented DEI programs that promoted a culture of belonging & inclusiveness.
- Provided strategic leadership to optimize operations and achieve business objectives.

**National University** | San Diego, CA

Enrollment Advisor May 2024 – August 2024

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

**Morris Brown College** | Atlanta, GA

Adjunct Professor January 2021 – July 2024

- Promote a culture of collaboration and mutual respect in the classroom.
- Tailor learning experiences to individual student needs and learning styles.
- Encourage personal and professional development among students.

**Turner Job Corps** | Albany, GA

Academic Supervisor

June 2023 – October 2023

- Led a team of 28 professionals, enhancing productivity and morale.
- Developed and implemented academic plans to support student success.
- Promoted diversity and inclusivity within the academic environment.

**McAlister's Deli** | Hobbs, NM

General Manager

August 2020 – October 2021

- Developed and executed strategies to drive revenue growth and operational efficiency.
- Led cross-functional teams in delivering high-quality customer experiences.
- Analyzed market trends and competitor activities to inform business decisions.

**JP Stone Community Bank** | Hobbs, NM

Senior Credit Risk Analyst

October 2021 – July 2022

- Led cross-functional teams in assessing and mitigating credit risks.
- Streamlined credit origination processes using automation and predictive modeling.
- Enhanced risk management strategies to optimize returns.

**Additional Experience**

- Financial & Insurance Manager | Four Kings Auto Group (Remote) | 2018-2021
- Grievance Director | Fishkill Correctional Facility (Beacon, NY) | 2016-2018
- Director of Operations | Northeast Landscaping (Needham, MA) | 2011-2016
- Logistics Analyst | Blount Seafood (Fall River, MA) | 2009-2011

**Certifications**

- Diversity Equity Inclusion Certified | National OSHA Foundation
- Lean Six Sigma Master Black Belt | Management & Strategy Institute
- Change Management Specialist (CMS) | Management & Strategy Institute
- Organizational Leadership in DEI | Rice University
- Leading for DEI in Higher Education | University of Michigan
- Human Rights Specialist | US Institute of Diplomacy & Human Rights
- Certified F&I Manager | F&I Training

**Key Skills**

Strategic Leadership & Planning | Operational Management | Change Management & Process Improvement | Diversity, Equity & Inclusion (DEI) | Cross-functional Team Leadership | Financial Analysis & Risk Management | Customer Relationship Management | Market Analysis & Forecasting | Project Management | Bilingual: English & Spanish

**References**

Cory Potter | Elon University | 407.416.7630 | corypotter222@gmail.com

Jamila Wright | Nyack College | 845.323.9453 | jamilawright22@gmail.com

Cynthia Dorsey | Westchester Community College | 914.396.5938 | cynthiaddorsey@aol.com

Raphael C. Jackson | Albany State University | 407.591.1035 | raphaelcjackson@gmail.com