Jael Jones

Indianapolis, IN | LinkedIn | (317) 782-5456 | Jaele.Jones@gmail.com | Trailblazer.me

WORK EXPERIENCE

DRC (*Seasonal/Temporary***)**   INDIANAPOLIS,IN
Standardized Test Scorer/Reviewer   *April 2023- July 2023*
- Implemented scoring of standardized test for K-12. Maintained confidentiality of test materials. Reviewed test quality and provided feedback.
- Assisted team members with technical issues and system questions to increase productivity and efficiency of team.

INNOVATE *(POSITION IMPACTED DUE TO COMPANY RESTRUCTURING)*   ALEXANDRIA,VA
Salesforce Intern   *November 2022 - January 2023*
- Engaged learning on the Salesforce Platform with modules and TrailMixes on Trailhead.Explored Business Analyst, NPSP, User Experience Designer and Software Development career paths.

CODELICIOUS *(POSITION IMPACTED DUE TO COMPANY RESTRUCTURING)*   **Indianapolis, IN**
SaaS Customer Experience Specialist   *September 2021- June 2022*
- Trained, communicated, and collaborated with K-12 educators in utilizing SaaS Codeclicious coding curriculum using Scratchjr/Scratch, Repl.it, Codepen and Godot.
- Responded to customer queries in a timely and accurate way via email, HubSpot (CRM) ticket support, or phone.
- Consulted with Curriculum Development, Product Delivery, IT, and Sales teams to provide curriculum access, problem-solving, and advocated on behalf of the customers, ensuring positive user experiences.

KENZIE ACADEMY AT SNHU   **Indianapolis, IN**
Admissions Advisor   *May 2019 - May 2021*
- Scheduled and conducted admissions interviews for Software Engineer/UX Design program enrollment and Amazon Career Choice Program with up-to 300 outbound calls and 20-25 appointments booked a week.
- Qualified and disqualified leads and kept HubSpot (CRM) pipelines current with attention to detail.Sandler Sales Trained.
- Assisted with the development and project management of sales processes and strategies.Hosted and co-hosted Kenzie Academy open houses and SME information sessions.

PART-TIME FREELANCE/PROFESSIONAL DEVELOPMENT   **Indianapolis, IN**
WEB Designer/Social Media Manager   *December 2018 - May 2020*
- Managed website and social media accounts.Designed Logos, print brochures and social media assets for client branding.
- Consulted with clients to implement proactive strategies for revenue increase.
- Designed Website and led social media strategy for Indianapolis, City-County Council Candidate District 5.

UPS   **Indianapolis, IN**
Part-Time Assistant Skid Supervisor (Seasonal)   *November 2018 - December 2018*
- Managed, organized, and directed a group of up to 15 employees for accuracy and quality while removing skids from UPS trailers.
- Maintained a steady truck skid clean out flow control inside and outside of the warehouse.
- Trained and connected with employees to ensure awareness of safety guidelines and procedures within their work location.

ILAB   **Indianapolis, IN**
Quality Assurance Intern|QA Analyst   *November 2016 - June 2017*
- Instructed and mentored in the foundations of testing and testing processes, Agile Methodology, and its Methodology.
- Executed Static and Dynamic Testing methods by creating business requirements, UAT test cases, UAT test scripts, and UAT test scenarios on training projects as an intern.
- Accurately identified and documented software malfunctions and escalated the case to software developers.

KELLY EDUCATION STAFFING   **Indianapolis, IN**
Substitute Teacher   *August 2007 - June 2016*
- Fulfilled short and long-term substitute assignments across all subject areas (including special needs), effectively taught students of varied academic/age levels (grades K-12) with diverse cultural backgrounds.
- Managed and instructed classes with 25+ students; communicated with teachers, administrators, and parents; and built a positive rapport with students.
- Repeatedly selected to fill in for district teachers. Closely adhered to lesson plans,while keeping students motivated, engaged and focused.

EDUCATION AND CERTIFICATIONS

Salesforce Associate Certification
Certified Salesforce Professional

Salesforce Administrator Certification
[Certified Salesforce Professional](#) *(See Link)*

Sandler Sales Bronze Certification,
Sander Sales Training

WE CAN CODE IT, Software Engineer Apprentice   **Cleveland,OH**
C#.NET Software Engineer Certification

INDIANA UNIVERSITY(IUPUI)   **Indianapolis,IN**
Bachelor's Degree, Liberal Arts

SKILLS & INTERESTS

Skills: Skills: Microsoft Office (Excel, PowerPoint) | Data Management | Salesforce | HubSpot | QA Testing| SaaS | Project Management | Sales/Recruitment | Customer Training/Support Experience | Web Design/Development | Social Media Management | HTML/CSS/JavaScript | C#.NET | SQL | Sander Sales Techniques

Interests: Avid Reader, Pho Fanatic, Cultural Intelligence, Tech Youth Mentor, Rebounding, Comedy, Ancestry.com