

Summary

Experienced operations professional adept in evaluating processes, systems and data, and the design and implementation of effective business solutions that meet goals, increase efficiency, and achieve optimal workflow in both for-profit, and not-for-profit organizations.

Credit Suisse; New York, NY 2013-Present

Information Specialist

- Interface with internal business units to field research requests with confidence, efficiency, and effectiveness
- Evaluate business research requests to determine which resources are appropriate to mine for information
- Query the web and available databases to extract reliable, relevant research in response to inquiries

Schawk Retail Marketing; Atlanta, GA 2010-2011

Onsite Coordinator (client: The Home Depot)

- Coordinate job information with client and internal departments
- Execute quality control review of digital and analog deliverables for accuracy and completeness
- Manage projects and maintain workflow systems
- Liaise with internal staff and client representatives to plan, analyze, and evaluate information
- Participate in briefing and production meetings

Freelance Project Management; New York, NY 2003-Present

Project Manager (clients: restaurant, gourmet grocer, architect, clothing manufacturer, internet marketer)

- Conduct needs analyses and facilitate hardware and software implementation
- Analyze financial data for cost-savings opportunities
- Manage workflow integration of new and existing software
- Oversee A/R, A/P, bank statement and credit card reconciliation, and procurement
- Design and launch web pages and direct mail marketing campaigns to increase revenue
- Recommend, design and implement solutions for process improvements and increased efficiency

NATIONAL MULTIPLE SCLEROSIS SOCIETY; New York, NY 2005-2007

Executive Assistant

- Initiated systems and process analyses to facilitate and implement organizational process improvements
- Provided organizational and administrative support to 9 senior staff members enabling increased productivity
- Monitored, maintained, and disseminated chapter inventory of over 100 publications
- Used Quark to execute digital layout of flyers, invitations, postcards, programs and other publications
- Processed and tabulated registrations and fees for over 100 program offerings annually
- Updated and maintained proprietary member data, querying and pulling reports from Oracle database
- Used desktop publishing software to produce marketing materials in-house, increasing cost savings
- Supervised, trained, and mentored junior assistant, writing a job description and delegating responsibilities

Nippon Yusen Kaisha (Container Shipping); Secaucus, NJ 1992-2001

Assistant Manager, Commercial Contracting & Process; Secaucus, NJ (1999-2001)

- Conducted analysis of legacy systems in preparation for development of open architecture database
- Acted as liaison between programmers and management sponsor during design and construction of database
- Planned, organized, and coordinated prototype training and functionality testing of database
- Oversaw creating and government filing of service contracts accounting for over \$500 million in revenue
- Supported and trained system users

Assistant Manager, Marketing, Refrigerated Commodities; Secaucus, NJ (1997-1999)

- Launched national marketing campaigns resulting in 500% growth in company market share
- Developed performance-based strategies and tools to support implementation of business plans
- Provided marketing expertise and leadership to equipment, pricing, sales, and regional customer service
- Served as keynote speaker at the national refrigerated commodities meetings
- Represented NYK at major trade shows and conventions across the country

Assistant Transpacific Rate Coordinator, Analyst; Secaucus, NJ (1995-1997)

- Revenue arbiter between 15 corporations representing 80% of the U.S. export trade in the transpacific
- Mediated rate agreements among 15 international carriers in volatile base commodity markets
- Represented company interests, negotiating rate agreements at national trade meetings

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Joseph M. Jabaley

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Conference Specialist; San Francisco, CA (1992-1995)

- Lobbied for desired rates, protected business interests, and maintained revenues in weekly meeting forums
- Negotiated export rates with 12 competitors to maintain rate stabilization
- Achieved 95% success rate in industry adoption of NYK articulated ideas and principles
- Standardized business processes across 10 offices nation-wide

EDUCATION

NEW YORK UNIVERSITY

Bachelor of Science, Information Systems Management, (Graduated summa cum laude) 2004

QUEENS COLLEGE

Masters, Library and Information Science, 2012