

# K A R I S S A J O N E S

+1 845-649-0073 • karissa.anne.jones@gmail.com • [www.kajones.co](http://www.kajones.co) • <https://www.linkedin.com/in/karissaajones/>

## SKILLS

**PROFESSIONAL SKILLS:** Project Management, Process Improvement, Technical Documentation, Training and Development, Operational Efficiency, Team Leadership, Data Analysis

**TECHNICAL SKILLS:** Microsoft Suite (Word, Advanced Excel, PowerPoint, Outlook, & Project), Google Suite, Monday.com

## EXPERIENCE

- **Office Manager**  
Solar GOAT | Remote, NY | June 2024-Present
  - Developed task scheduling workflows and social media integration blocks for the brand owner (TikTok influencer), increasing consistency in brand-building efforts and internal organization.
  - Supported project intake across removals, reinstallations, pest protection, and new installs, enabling smoother handoffs and reducing delays.
- **Keyholder**  
Sunglasshut - EssilorLuxottica | Central Valley, NY | Oct. 2023-Present
  - Created comprehensive in-store training manuals from scratch, identifying pain points and rewriting processes to cut procedural errors and reduce onboarding time by 50%.
  - Created a full promotional visual suite for in-store event marketing, including print/digital versions and QR-code-based conversion tracking.
- **Product Operations & Ecommerce Manager**  
Adjmi Apparel Group | New York, NY | Dec. 2020 - Apr. 2023
  - Led end-to-end GTM project planning for retail launches, including Justice's debut in Walmart in-store and online; drove 600K unit sell-through with 83% sell-through in 4 weeks
  - Managed stakeholder alignment across product, marketing, and external merchant teams to deliver an IP-driven campaign for Stranger Things, resulting in sell-out within minutes and a 20% lift in collaboration volume
  - Designed new onboarding systems for third-party suppliers, boosting fulfillment reliability and increasing ecommerce-contracted units by 25%
  - Created scalable onboarding documents and tutorial series for Walmart's Supplier Portal, improving vendor self-sufficiency and raising new user task confidence by 40%
  - Onboarded and deployed a Global Trade Item Number (GTIN) system, increasing warehouse speed by 70% and reducing labor cost by \$100K annually
- **Merchandising Assistant**  
Garan, Inc. | New York, NY | Oct. 2019 - Dec. 2020
  - Leveraged advanced Excel skills to create detailed weekly and monthly reports for key stakeholders, analyzing product engagement metrics and providing actionable insights to drive engagement strategies.
  - Provided strategic recommendations for enhancing customer engagement and satisfaction within Walmart stores based on data-driven insights and analysis of consumer behavior.
  - Employed forecasting techniques to analyze product engagement trends and adjust budgeting, allocating resources effectively to drive product growth and engagement.
- **Operations Learning & Development Assistant Manager**  
Sunglasshut - EssilorLuxottica | Central Valley, NY | Sep. 2017 - Oct. 2019
  - Led and managed a team of 15 store associates, fostering a positive and inclusive work environment.
  - Provided coaching, training, and support to team members to enhance their skills and performance.
  - Communicated effectively with store management, corporate teams, and external stakeholders to ensure alignment on goals and objectives.

## EDUCATION

PENNSYLVANIA STATE UNIVERSITY - BACHELOR OF ARTS IN HUMAN RESOURCES, MINOR IN GAME DEVELOPMENT  
EXPECTED GRADUATION SPRING 2026