

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

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## SKILLS

**PROFESSIONAL SKILLS:** Project Planning, Product Catalogs, Launches, Content Coordination and Publishing, 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
  - Enhanced project efficiency by 25% through streamlining Monday.com CRM and Companycam project feed, **resulting in improved team productivity and faster project completion.**
  - Implementing innovative data analysis tools, to reduce project turnaround time and streamline operational workflows, boosting overall productivity.
- **Keyholder**  
Sunglasshut - EssilorLuxottica | Central Valley, NY | Oct. 2023-Present
  - Initiated, wrote, and edited the first in-store procedure manuals for in-store teams, **cutting procedural errors and training time in half.**
  - Led training of new employees of programs and product knowledge **to reinforce brand customer engagement guidelines.**
- **Product Operations & Ecommerce Manager**  
Adjmi Apparel Group | New York, NY | Dec. 2020 - Apr. 2023
  - Spearheaded the project plan development of the Justice soft launch into Walmart in-store/online, **achieving an 83% sell through of 600,000 units in 4 weeks.**
  - Collaborated with partners across design, production, product marketing, and external merchants to deliver an impactful product campaign for Stranger Things™, **selling out of product in minutes, resulting in a 20% increase in collab product contracted units.**
  - Streamlined ordering processes for outside merchants, **directly increasing brand reliability & increasing ecommerce contracted units by 25%.**
  - Led the development and onboarding of a Global Trade Item Number program, **achieving a 30% increase in warehouse efficiency and a \$100,000 reduction in labor costs.**
  - Developed an engaging technical manuals based on Walmart's Supplier Center, **raising the confidence levels of new associates by 40% when engaging in Walmart's Supplier portal**
- **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 2025