

# Dushane Jackson

✉ Dujackso@syr.edu | 🌐 [dushanejackson.com](http://dushanejackson.com)

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## PROFESSIONAL PROFILE

Client-focused Business Analyst moving from the Information Management field to the Software Development field to create value for clients I work with.

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## APPLICATION & SOFTWARE SKILLS

Technologies/Frameworks: HTML 5; CSS 3; Javascript; Flexbox; Bootstrap 5  
Applications Tools: Git; Github; Microsoft Suite; Microsoft Visio; iGrapfx; Ableton Live 10; Adobe Photoshop  
Database Management: MySQL; Node.js

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## PERSONAL PROJECTS

**WeatherMetrics** | <http://bit.ly/weathermetrics>

- Developed a weather application that displays current weather conditions for the location inputted using HTML, CSS, and JavaScript
- Pulls from OpenWeatherMap API to generate real-time data

**What To-Do** | <http://bit.ly/what-todo-app>

- A To-Do list that allows a user to keep track of all daily tasks. Users can create, delete, and mark completed tasks
- Developed using HTML 5, CSS 3, and JavaScript

**Ran-Dice** | <http://bit.ly/randice>

- A random dice generator game that allows two players to roll dice at the click of a button
- Uses JavaScript to add functionality that refreshes the web page

**Nash's Hair and Boutique** | <http://bit.ly/nashhairandboutique>

- Utilized HTML, CSS to develop and structure a fully responsive website for an independent hairstylist's business
- Applied the Bootstrap 5 framework to provide users information on up-to-date business services

**Jai's Dirty Chai** | <http://bit.ly/jaisdirtychai>

- Built a responsive mock-up website for a Chai Tea business using HTML 5, CSS 3, and Bootstrap 5
  - Applied advanced CSS techniques to style each section of the web page
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## WORK EXPERIENCE

**Coote Consulting Group LLC**, Boca Raton, FL

July 2020 - Present

*Associate Diversity and Inclusion Analyst*

- Analyze present clients' organizational framework leading to drawbacks in diversity and inclusion initiatives
- Support consultant team with 3+ clients monthly to fulfill new D&I initiatives via online trainings and planned workshops
- Conduct interviews with 20+ employees per company to identify key pain points in the existing D&I structure
- Create one engaging workshop monthly that promotes robust working relationships among employees
- Enhanced client diversity and inclusion event by increasing overall employee turnout by 30%
- Curate key metrics which includes organizational demographic, training completion rate, and D&I event attendance
- Develop implementation plans for newly created D&I strategies for businesses as large as 1500+ employees
- Convey researched key metrics for the consultant team through presentations

**Bank of New York Mellon**, Oriskany, NY

June 2018 - October 2019

*Client Service Analyst*

- Redesigned business processes by identifying inefficiencies and executing improvement plans
  - Communicated weekly project updates with upper-level management and coworkers daily
  - Performed 20+ cash reconciliations daily by utilizing Microsoft Suite and various financial systems (i.e. TLM)
  - Conducted field analysis for CDW vs. IMMS/GSP reconciliation by utilizing process flow diagrams and interviews
  - Analyzed 15+ client accounts for potential match patterns to automate business-as-usual processing
  - Automated the Rent Securities reconciliation; decreased process time by 88% while achieving time savings of \$10,520 per year
  - Trained 10+ colleagues on new processes through video conference by developing effective training plans
  - Spearheaded efforts in reducing various key metrics including manual matching volumes and OPM's by 65%
  - Designed detailed dashboards containing key performance metrics by utilizing Microsoft Excel
  - Maintained client account structure by checking account details monthly for validity
  - Instructed 20+ colleagues via a peer-to-peer session on how to create an effective project charter
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## CONTACT INFORMATION

🌐 [dushanejackson.com](http://dushanejackson.com)  
👤 [github.com/dushanejackson](https://github.com/dushanejackson)  
☎ 718-839-0325  
📌 [linkedin.com/in/dushanej](https://www.linkedin.com/in/dushanej)

## EDUCATION

**Syracuse University**, School of Information Studies  
B.S., Information Management & Technology  
Concentration: Web Design and Management  
Graduated: May 2018