

EBONY D. JAMES

Operations Consultant & Fractional Operations Manager
for CEOs, Consultants, and NonProfit Founders

ebonyjamesvas@gmail.com | Based in Charlotte, NC | Serving Clients Worldwide



PROFILE

Results-driven Operations Consultant and Operations Manager with 13+ years of experience supporting CEOs, consultants, and nonprofit leaders through strategic operations, systems management, team coordination, and project execution.

Experienced in organizational leadership, workflow development, stakeholder communication, and improving operational efficiency across organizations.

EXPERIENCE

OPERATIONS CONSULTANT & FRACTIONAL OPERATIONS MANAGER (FORMER EXEC ASST.)

The Empire Effect Agency
2012 - Present

- Operations Management & Execution
- Project Oversight & Implementation
- Operational Systems Training
- Strategic Planning Facilitation
- Cross-Functional Team Coordination
- AI Tools Training & Facilitation
- Executive Administrative Support
- Customer Service Specialist
- Online Community Management
- Business Consultations and Audits
- Project Management
- Volunteer Recruitment & Management
- Product + Virtual Experience Launch Support
- Customer Service to 16,000+ Members
- Membership Subscription Management
- Lead Generation (50,000+) for Clients
- SOP Creation & Process Mapping
- Customer Journey Mapping
- Operational Resource Creation
- Professional Development Workshop Facilitation
- Book Publishing
- Annual Report Development

CUSTOMER SERVICE MANAGER

Miller Media Group
2020-2022

- Supervisor of Customer Service Team
- Developed Policies & SOPs
- Supported with Staff Hiring
- Launch Support: Live Chat Management & Customer Inquiries via Email
- Customer Experience Strategy
- Online Community Management
- Assisted in Digital Product Creation
- Strategic Planning & Vision Casting for The Department
- Infusionsoft, ClickUp, Help Scout, and Kajabi Expert
- User Research | Survey Analysis

SPECIAL EDUCATION CLASSROOM TEACHER

Atlanta, GA | Riverdale, GA | Memphis, TN
2014 - 2019

- Pre-K Teacher at the Emory Autism Center | Emory University
- Certified K-8 Special Education Math & Science Teacher
- Special Education Law
- Created IEP's, 504's, BIP's
- Certified Gifted Teacher

EDUCATION

BACHELOR OF SOCIOLOGY

Social Work concentration
Oglethorpe University

MASTER OF SOCIAL WORK

School Social Work concentration
University of Memphis

MASTER OF CURRICULUM & INSTRUCTION

Special Education concentration and Applied Behavior Analysis emphasis
University of Memphis

GRADUATE CERTIFICATE SCHOOL SOCIAL WORK

University of Memphis

SKILLS

- Operations Management
- Team Coordination & Accountability
- Strategic Planning
- Organizational Leadership
- Project Management & Software Tools
- SOP Development & Workflow Mapping
- CRM Set-Up & Management
- Professional Development Facilitation
- Proficient in Google Workspace & Microsoft Office
- Proficient in Asana, ClickUp, Monday.com, Trello and other PM tools
- Proficient in Slack, Voxer, Google Chat, and other communication tools
- Remote Account, Client, & Team Management
- Expense Reporting & Reconciliation
- Virtual Event Planning & Logistics Coordination
- Customer Service Management & Relations
- 7-Figure+ Online Course Launches (CS)
- Online Business Management & Policies Development
- Curriculum Development
- Customer Experience Strategy
- Calendar Management & Meeting Coordination
- Volunteer Recruitment & Management
- Transaction Coordination (Real Estate VA)
- Contractor & Vendor Management