

JAMILA WESONGA

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EXPERIENCE

Election Judge (Early Voting & General Elections)

Cook County Board of Elections
Chicago, IL

October 2024-November 2024; March 2025-April 2025,

- Collaborated with fellow judges to ensure polling places operated efficiently and voters were served accurately and respectfully throughout early voting and election day.
- Opened and closed polls according to legal procedures; set up, operated, and secured election equipment and voting stations.
- Verified voter qualifications, signed in voters, distributed ballots or activation cards, and provided clear assistance with voting procedures while maintaining nonpartisanship and confidentiality.
- Completed official election documentation, processed vote transmissions, and helped certify vote totals with a high degree of accuracy and attention to detail.
- Demonstrated strong communication, technical proficiency, problem-solving, and impartial judgment in a high-pressure, public-facing environment.
- Upheld the integrity of the democratic process through teamwork, professionalism, and commitment to a smooth, lawful electoral experience.

Account Executive

Yelp April 2023 - October 2023, New York, NY

- Successfully managed a full sales cycle, from prospecting to close, by leveraging Salesforce, Twilio, and Tableau to optimize outreach strategy and pipeline visibility—resulting in a 20% increase in pipeline transparency and a 15% improvement in sales forecasting accuracy.
- Generated high-volume outbound performance with 80+ targeted daily dials, consistently engaging local business owners in consultative conversations to understand their goals and position Yelp’s advertising solutions accordingly.
- Rapidly developed in-depth product expertise and tailored value propositions, enabling strategic and persuasive sales pitches that directly contributed to exceeding quota within the first three months of phone-based selling.
- Surpassed monthly and quarterly sales targets by applying a data-driven approach, resilience, and tenacity in a fast-paced, performance-based environment—demonstrating a strong ability to adapt, learn quickly, and consistently deliver results.
- Cultivated strong client relationships by identifying pain points and aligning business needs with Yelp’s digital advertising products, contributing to long-term client satisfaction and retention.

Reception Team Lead

Soho House, Soho Works

November 2021 - March 2023, New York, NY

- Led front-of-house operations for a high-traffic coworking space serving over 500 members, ensuring exceptional hospitality, seamless check-ins, and a consistently elevated member experience in line with Soho House brand standards.
- Acted as a central liaison between five cross-functional department heads and the member community, driving clear communication, collaborative event coordination, and prompt resolution of member concerns—boosting member satisfaction and retention.
- Streamlined front desk systems by integrating platforms such as Salesforce, Nexodus, UniFlow, and Google Workspace, resulting in a 25% reduction in appointment scheduling turnaround time and a 20% improvement in payment processing efficiency.
- Designed and implemented a performance tracking framework using data analytics to monitor and enhance team output, contributing to a 15% increase in team goal attainment and a 10% lift in individual performance metrics.
- Delivered seven data-backed operational improvements that led to a 20% reduction in administrative errors and a 15% boost in front desk efficiency—recognized for cultivating a culture of continuous improvement and precision.
- Provided warm and professional first-point-of-contact service, expertly handling inquiries, tours, and member onboarding to foster a welcoming environment and support a high conversion rate for prospective members.

Server Captain/Manager

Soho House Dumbo
York, NY

April 2018 - March 2020, New York, NY

- Played an integral leadership role during the launch of the first Soho House Brooklyn location, supporting daily operations, service execution, and team coordination in a fast-paced, high-volume hospitality environment.
- Developed and implemented standard operating procedures for opening and closing shifts, which improved service consistency and led to a 15% increase in overall operational efficiency.
- Promoted to Server Captain within six months based on performance, initiative, and team impact—recognized for upholding Soho

House brand values through elevated member service, teamwork, and attention to detail.

- Led and mentored a Front of House team of 35+, conducting weekly service training sessions focused on hospitality excellence, upselling, and guest experience—directly contributing to improved team performance and increased morale.
- Ensured flawless floor management during service, coordinated with the kitchen and bar, addressed guest concerns in real-time, and maintained a seamless and elevated dining experience for members and guests.
- Fostered a collaborative and service-focused culture by modeling professionalism, leading by example, and supporting new staff integration—helping reduce turnover and build a resilient, high-performing team.

Senior Executive Assistant

Morgan Stanley

July 2015 - September 2017, New York, NY

- Provided high-level administrative and operational support to the Managing Director of Wealth Management and the Chief Technology Officer, ensuring seamless day-to-day execution of priorities within a dynamic, high-pressure trading floor environment supporting 75+ staff.
- Expertly managed complex calendars, global travel arrangements, and high-volume communications—optimizing executive time and ensuring alignment with strategic priorities, while consistently anticipating needs to drive efficiency.
- Led the successful planning and execution of a firmwide technology leadership summit, coordinating logistics for 25 senior executives across London and New York. Delivered a high-impact, detail-oriented event experience while managing sensitive timelines and stakeholder expectations.
- Maintained strict confidentiality of sensitive business and personnel information, implementing best practices in data handling and ensuring full adherence to internal compliance, regulatory protocols, and information security policies.
- Acted as a strategic liaison across departments, proactively resolving scheduling conflicts, preparing briefing materials, and facilitating the execution of special projects—contributing to improved business continuity and organizational effectiveness.
- Modeled poise, professionalism, and discretion at all levels of interaction, representing senior leadership both internally and externally with tact and diplomacy.

EDUCATION

Bachelor of Arts Government & Politics

Minor in Economics • St John's University • Queens, NY • 2013

CERTIFICATIONS

Google Data Analytics Professional Certificate

Google Career Certificates –2024

- Gained hands-on experience with the complete data analysis lifecycle, including data collection, cleaning, transformation, analysis, and visualization—reflecting the foundational responsibilities of junior and associate data analysts in dynamic, cross-functional environments.
- Developed proficiency in tools and programming languages essential for modern data analytics, including spreadsheets (Excel, Google Sheets), SQL for querying relational databases, R programming for statistical analysis, and Tableau for visual storytelling and dashboard creation.
- Applied analytical thinking and problem-solving techniques to real-world business scenarios, generating actionable insights that support data-informed decision-making.
- Executed end-to-end data cleaning and wrangling processes to ensure data accuracy and integrity, significantly improving the quality and reliability of datasets used for analysis.
- Produced compelling data visualizations and reports that clearly communicate insights to both technical and non-technical stakeholders, emphasizing clarity, relevance, and impact.
- Cultivated a strong foundation in collaborative practices and agile workflows, contributing to effective teamwork and continuous process optimization within data-driven projects.

Google Business Intelligence Professional Certificate

Google Career Certificates –2025 (Expected)

- **Business Intelligence Fundamentals:** Explored core functions and responsibilities of BI professionals across industries, and examined how BI supports organizational decision-making.
- **Data Modeling & ETL:** Practiced designing and applying data models, and conducted extract, transform, and load (ETL) processes to ensure clean, accessible datasets for analysis.
- **BI Project Planning:** Developed end-to-end BI project plans that align with organizational KPIs, from data acquisition through insight delivery.
- **Dashboards & Visualizations:** Designed and built BI dashboards and reports to translate complex data into digestible insights using industry tools.
- **Communication & Storytelling:** Created stakeholder-focused presentations that clearly conveyed business value through data storytelling.

SKILLS

Salesforce, Tableau, Nexodus, UniFlow, Google Workspace (Docs, Sheets, Calendar). SQL, R programming, Excel, Google Sheets, POS Systems. Data Visualization, ETL Pipelines, Dashboard Reporting. Data Analysis & Interpretation. Workflow Optimization & Process Improvement. Event Planning & Live Operations Management. Documentation & Compliance Accuracy. Cross-Functional Team Coordination. High-Pressure Decision-Making. Training, Onboarding & Staff Development. Client Relationship Management & Consultative Selling. External Stakeholder Service. Impartiality, Discretion & Integrity.