Jonathan McDowell, MBA | MSITM

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EXECUTIVE SUMMARY

Business intelligence and operations leader with 13+ years across technology service, financial reporting, nonprofit operations, and regulated hospitality. As Business Intelligence Manager at a statewide primary care association, partnered with executive and finance leaders, developed dashboards and an organization-wide database, improved workflows, and coordinated IT governance and vendors. Earlier Caesars supervisory roles included 13 cashier and rewards direct reports. Combines hands-on analytics and process improvement with financial discipline, staff development, and clear stakeholder communication. Holds an MBA in Project Management, an MS in Information Technology Management, and a Six Sigma Lean Black Belt.

CORE LEADERSHIP AREAS

- **Business Intelligence & Analytics**
- **Business Operations & Finance**
- **IT Operations & Governance**
- **Process Improvement & Change**
- **Team Leadership & Development**
- **Vendor & Stakeholder Management**

PROFESSIONAL EXPERIENCE

SIERRA NEVADA CORPORATION — September 2024 - Present

Aerospace and defense company with global technology teams and executive support needs.

Executive IT Support Technician IV

Supports company owners, C-suite leaders, and approximately 15 Vice Presidents through executive technology service, incident response, and cross-functional coordination.

- **Vendor & Stakeholder Management:** Coordinated high-priority executive escalations with IT leaders and specialist teams, translating business needs into clear actions and reliable service.
- **IT Operations & Governance:** Independently coordinated technology delivery for a three-day executive offsite, aligning specialist support and service requirements.
- **Process Improvement & Change:** Improved executive support and cross-team collaboration and training, earning the inaugural Q1 ITO Culture Employee of the Quarter award.

NEVADA PRIMARY CARE ASSOCIATION — May 2020 - November 2024

Statewide association supporting Nevada primary care organizations through training, technical assistance, data, and operational coordination.

Business Intelligence Manager

Combines business intelligence, IT operations, accounting, and organizational process work; partners with the Director of Finance and CEO on reporting and operating decisions.

- **Business Intelligence & Analytics:** Developed Power BI and Tableau dashboards and Excel PivotTables and Power Query solutions for financial, operational and state reporting; developed and deployed an organization-wide VB.NET, SQL and Access database used by employees.
- **Business Operations & Finance:** Built an automated Excel financial model that reduced monthly reporting from five days to one hour, improving the timeliness of financial decision support.
- **IT Operations & Governance:** Authored a multipage NIST Cybersecurity Framework document, IT standards, policies, procedures, and SOPs; worked with vendors on security improvements and HIPAA readiness.
- **Process Improvement & Change:** Performed value-stream analysis, redesigned accounting and IT asset workflows, improved lifecycle records, reduced waste, and substantially lowered IT expenditures.
- **Vendor & Stakeholder Management:** Coordinated Azure, SharePoint, and RingCentral modernization; evaluated vendors and brought license management in house to remove broker margin.

COMMUNITY FOUNDATION OF WESTERN NEVADA — May 2019 - May 2020

Philanthropic nonprofit supporting donor-advised funds, scholarships, and community grants; now known as Community Foundation of Northern Nevada.

Accounting Associate

Supports fund accounting, monthly and quarterly close, financial reporting, and process improvement with finance leadership.

- **Business Operations & Finance:** Improved monthly and quarterly fund-close processes using Blackbaud FIMS, reducing close time by 30%.
- **Business Intelligence & Analytics:** Prepared financial reporting across more than 300 donor-advised funds and approximately $6 million in active assets for leadership and investment oversight.

CAESARS ENTERTAINMENT **September 2012 - May 2019**

High-volume hospitality and gaming environment with regulated cash, service, and staffing operations.

Multiple roles; supervisory positions March 2015 - May 2019

Advanced from security and hospitality roles into hospitality supervision and then Cashier / Total Rewards supervision, coordinating people, service, and cash controls.

- **Team Leadership & Development:** Led hospitality staffing and employee development; later supervised 13 cashier/rewards direct reports, coordinating training, schedules, service coverage and escalations within a broader operational team of approximately 20.
- **Business Operations & Finance:** Oversaw cage operations involving more than $7 million in assets, with daily cash controls, reconciliation, and regulated transaction responsibilities.
- **Process Improvement & Change:** Used Lean Six Sigma methods to improve throughput and service consistency in high-volume hospitality and gaming operations.

LEADERSHIP & BOARD SERVICE

EL DORADO VILLAS HOMEOWNERS ASSOCIATION **February 2020 – September 2024**

Vice President & Treasurer

Managed approximately $570,000 in association funds and led budget planning, competitive vendor bid evaluation for landscaping, snow removal, and street repair, project prioritization, and financial reporting for the board.

EDUCATION

Master of Science, Information Technology Management — Indiana University

Master of Business Administration, Project Management — Louisiana State University, Shreveport

Bachelor of Arts, Psychology — University of Nevada, Reno

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Six Sigma Lean Black Belt** — Management and Strategy Institute (Cert. #176032653), 2023
- **Six Sigma Champion** — Management and Strategy Institute (Cert. #176032652), 2023
- **Certified Associate in Project Management (CAPM)** — PMI (Cert. #2638430), Active through August 31, 2027
- **Data Science** — Purdue University via Simplilearn (Cert. #30356653), 2021
- **Information Systems** — Indiana University via edX (Cert. #ce69f9af), 2021
- **Ethical Leadership Certification** — NASBA Center for the Public Trust, 2018

TECHNICAL & ENTERPRISE PLATFORMS

Analytics & Reporting: Power BI, Tableau, SQL, Microsoft Access, Excel PivotTables, PivotCharts, Power Query, and financial reporting.

Operations & Governance: Microsoft 365, Azure, SharePoint, ServiceNow, NIST Cybersecurity Framework documentation, IT asset management, and vendor coordination.

Projects & Process: Smartsheet administration and automations, Microsoft Project working use, process mapping, value-stream analysis, Lean Six Sigma, policies, and SOPs.

Financial & Business Systems: Blackbaud FIMS, QuickBooks, VB.NET and SQL database development, accounting close, vendor evaluation, and expense controls.