

Kyle Jones

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PROFESSIONAL SUMMARY

Dynamic professional leader dedicated to operational excellence and team success. Expertise in enhancing organizational performance through strategic initiatives and efficient resource management, driving measurable results. Recognized for collaboration and adaptability in fast-paced environments, consistently showcasing strong leadership and problem-solving capabilities. Committed to empowering teams and optimizing processes to achieve organizational goals.

SKILLS

- Operations & Program Management
- Incident Response & Crisis Management
- Strategic Planning & Execution
- Process Improvement & Operational Efficiency
- Workforce Planning & Resource Allocation
- Problem Solving & Decision Making
- Leadership & Team Development
- Risk Management & Regulatory Compliance
- Performance Metrics & KPI Analysis
- Systems Troubleshooting & Technical Operations
- Engineering & Technology Integration
- Cross-Functional Team Leadership

WORK HISTORY

DEPARTMENT LEADING CHIEF PETTY OFFICER | 09/2023 to Current United States Navy - San Diego, CA

- Led a 73-person operations team, overseeing workforce planning, training programs, and performance management, resulting in an 18% improvement in operational readiness within high-tempo environments.
- Managed and mentored 12 frontline supervisors and multiple shift teams, increasing on-time task completion by 22% while significantly reducing procedural errors.
- Directed cross-functional scheduling and staffing strategies, optimizing personnel allocation and reducing overtime costs by 30% while maintaining full regulatory compliance.
- Served as a key advisor to senior leadership on workforce readiness, risk mitigation, and performance accountability, contributing to a 15% improvement in inspection results and a 40% reduction in safety incidents.
- Oversaw enterprise training and readiness programs across multiple functional areas to ensure compliance, consistency, and workforce proficiency.
- Implemented continuous improvement initiatives that streamlined workflows, improved team efficiency, and strengthened overall operational effectiveness.

COMBAT SYSTEMS TEAM LEADER | 05/2020 to 09/2024 United States Navy - San Diego, CA

- Led cross-functional teams of 50–60 personnel to assess combat systems readiness, enabling certification of 12 ships and supporting on-time deployments.
- Coordinated with organization leadership and subject matter experts to resolve technical and procedural gaps, reducing retraining cycles by 30% and improving mission readiness.
- Developed and implemented targeted training and certification programs that increased workforce proficiency while meeting compressed timelines and safety standards.
- Executed operational improvement initiatives and mentored junior personnel, enhancing workflow efficiency, skill development, and overall team performance.

DEPARTMENT LEADING CHIEF PETTY OFFICER | 01/2013 to 05/2020

United States Navy - San Diego, CA

- Led and supervised a 15-person, multi-warfare team, improving personnel readiness by 25% through enhanced training programs and performance management.
- Planned and coordinated ship movements and mission schedules, achieving 98% on-time mission execution while maintaining regulatory compliance and safety standards.
- Performed preventive and corrective maintenance on GD Systems Suite, rapidly troubleshooting faults and reducing system downtime by 30% through effective technical problem resolution.

REGIONAL OPERATION CENTER MANAGER | 01/2010 to 01/2013

United States Navy - San Diego, CA

- Directed 24/7 operations and incident response coordination across 10+ installations, reducing average response times by 22% while ensuring compliance with safety and quality standards.
- Implemented process improvement initiatives that enhanced operational efficiency, strengthened service delivery, and supported data-driven decision making with senior leadership and external agencies.
- Managed IT systems, communications platforms, and operation data environments, maintaining real-time situational awareness and supporting coordination across distributed teams and partner organizations.

SENIOR OPERATIONS SPECIALIST | 11/2005 to 01/2010

United States Navy - San Diego, CA

- Managed daily operations across multiple distributed teams, coordinating planning and execution to improve on-time operational delivery by 18%.
- Led and developed a 20-person operations team while driving process improvement initiatives that increased performance readiness by 22% and reduced workflow delays by 30%.

EDUCATION

American Military University - West Virginia, USA | Bachelor of Business Administration

Concentration: Information Technology Management, Expected in 04/2026

Relevant Focus: Project Management, Cybersecurity Fundamentals, Data Analytics, Information Systems Strategy.

Coastline Community College - Fountain Valley, CA, USA | Associate of Science

Mass Communication, 10/2015

Coastline Community College - Fountain Valley, CA, USA | Associate of Science

Marketing, 10/2015

Coastline Community College - Fountain Valley, CA, USA | Associate of Science

Business Administration, 10/2015