

JORDAN NELSON LOCKWOOD

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EXPERIENCE

AUDEMARS PIGUET

New York, NY

Business Strategist & Chief of Staff to CEO, Americas

April 2024 – Present

- Lead strategic and operational initiatives across the Americas, driving business transformation and financial growth through scalable process design, forecasting, and data-driven decision frameworks
- Represent and support the CEO in strategic decisions and executive meetings, executing priorities across stakeholder groups
- Lead the integration of AI tools into strategic and operational processes to enhance efficiency and personalization
- Drive financial performance through detailed financial forecasting, scenario modeling, and macroeconomic trend analysis
- Designed and implemented regional client-centricity transformation, streamlining business and CRM processes
 - Sales operations made ~50% more efficient; +300K client touchpoints; +9% client NPS scores
- Spearheaded targeted market development strategies, leveraging data, cultural insights, and strategic partnerships
 - Delivered double-digit growth among women clients (+15%), and added next-gen engagement (+4%)
- Oversee a \$3M partnership ecosystem for philanthropic strategy, managing complex budgets and timelines

McKINSEY & COMPANY

New York, NY

Management Consultant

2022 – 2024

- Focus on strategy, marketing, organizational performance, operating model design, and business transformation
- Advised a top-tier bank on retail distribution strategy for financial inclusion, developing a scalable finance model
- Consolidated operational complexities at heavy industrial manufacturing client, reducing annual facilities overhead by \$55M
- Developed implementation strategy for dynamic pricing model at luxury cosmetics client, netting \$10M annualized savings
- Designed operating model and financial governance framework for retailer, driving >200% ultra-high net worth clients
- Guided CEO and C-suite of luxury jewelry client to implement new sales model, aligning incentives to revenue performance
 - Successfully achieved \$1B sales target ahead of plan, with simultaneous improvements in talent retention
- Delivered talent component of statewide economic development program for large northeastern US state
 - Created a total of >175K new jobs across 10 priority sectors, jumping from 47th to 23rd in job growth among states
- Redesigned people performance management for large Middle Eastern corporation, resulting in increased talent retention

ERNST & YOUNG

Washington, DC

Senior Consultant • Manager

2018 – 2020

- Developed executive strategy, operations improvements, business process design, strategic communications, stakeholder engagement activities, and change impact analyses for clients across public and private sectors
- Strategized change management support for full scope supply chain auditability program, including financial system implementations and associated business process redesign to facilitate comprehensive financial and operational controls
 - Organized Executive Summit for >280 senior executives and client leadership, with >95% positive feedback
- Business development leader for operational design practice, solutioning process transformations for potential clients
 - Successfully won engagement contracts with US and European companies and government agencies

ACCENTURE

Washington, DC

Analyst • Senior Analyst • Consultant

2015 – 2018

- Created process change plans and stakeholder engagement strategies for clients in private and public sectors
- Led program to engage national network of 175 business operators to identify opportunities for system enhancements
 - Received “Greater Than Award” for most innovative methodology application
- Led creation of comprehensive change management program for non-profit client to support ServiceNow release
- Led all change management activities for SAP Governance, Risk, and Compliance (GRC) module releases for defense clients
 - Received “High Performance Award” for excellence in Change Management delivery

EDUCATION

COLUMBIA BUSINESS SCHOOL

New York, NY

MBA, May 2022

2020 – 2022

Leadership: Cluster Q | Retail & Luxury Goods Club | Management Consulting Association

Internship: Deloitte Consulting: led org change workstream for SAP implementation of supply chain functionalities

GEORGIA INSTITUTE OF TECHNOLOGY

Atlanta, GA

Bachelor of Science in Business Administration | 3.95/4.0 GPA | Honors Program | Student Government VP

2010 – 2014

Awards: Presidential Undergraduate Research Award, and Jordan Lockwood Award, created in 2014, for excellence in research

Internships: Legislative Intern, Office of Congressman John Lewis, (Summer 2013) | British Embassy Internship (2012)