

# JORDAN NELSON LOCKWOOD

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## EXPERIENCE

### McKINSEY & COMPANY

New York, NY

#### *Consulting Associate* | Luxury Retail, Consumer, and Citizen Experience Clients

July 2022 – Present

- Focus on people and organizational performance, change management, operating model design, and strategic growth
- Developed implementation strategy for dynamic pricing model at luxury cosmetics client, netting \$10M savings
- Designed retail operating model for luxury hospitality client, including >200% ultra-high net worth client development
- Guided CEO and C-suite of luxury jewelry client to implement talent strategy and sales operating model redesign
  - Successfully achieved \$1B sales target ahead of plan, with simultaneous improvements in talent retention
- Delivered talent component of state-wide economic development program for medium-sized northeastern US state
  - Created a total of >175K new jobs across 10 priority sectors, jumping from 47<sup>th</sup> to 23<sup>rd</sup> in job growth among states
- Designed delivery of health equity strategy for rural midwestern US state, including impact assessment and change plans
- Led change management program for US tax authority client, for technical system upgrades and improved citizen experience

### DELOITTE

New York, NY

#### *Summer Associate* | Commercial Client

Summer 2021

- Led organizational change workstream for SAP implementation of comprehensive supply chain functionalities
- Developed change impact assessments, organizational change management plan, training strategy, and communications plan
- Facilitated workshop series with client leadership to assist system design and build stakeholder engagement

### ERNST & YOUNG

Washington, DC

#### *Senior Consultant • Manager* | Defense & Intelligence Clients

2018 – 2020

- Developed executive strategy, strategic communications, congressional engagement activities, posture development, engagement tracking, and change impact analyses for Department of Defense clients
- Strategized change management support for full scope Defense auditability program, including financial system implementations and associated business process redesign to facilitate comprehensive financial and operational controls
  - Organized 2019 Defense Audit Summit, highlighting accomplishments towards full auditability of defense and intel financial systems to >280 senior executive service members and military upper leadership, with >95% positive feedback
- Business development leader for state and local accounts, solutioning process transformations for potential clients
  - Successfully won engagement contracts with US states, foreign government agencies, and large US and Canadian cities
- Lead organizer for programming and recruiting for EY Unity (LGBT) Committee in National Capitol region

### ACCENTURE

Washington, DC

#### *Analyst • Senior Analyst • Consultant* | Intelligence, Non-Profit & Defense Clients

2015 – 2018

- Created stakeholder engagement strategies for intelligence client to ensure successful adoption of new Oracle system releases
- 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 in 2018
- 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 in 2016

### NATIONAL SENATORIAL CAMPAIGN

Atlanta, GA

#### *Youth Fellow* | National & State Political Party

2014 – 2015

- Visited towns across the state of Georgia to register voters, organize community meetings, and hold fundraisers

## EDUCATION

### COLUMBIA BUSINESS SCHOOL

New York, NY

#### MBA, May 2022

2020 – 2022

*Leadership:* VP of Community and Advocacy, Cluster Q (LGBT Student Organization) | VP of Community, Arts Society

*Membership:* Government and Business Club | Management Consulting Association | Luxury Education Foundation

### GEORGIA INSTITUTE OF TECHNOLOGY

Atlanta, GA

#### *Bachelor of Science in Business Administration* | Minors in Public Policy & Political Science

2010 – 2014

*Honors:* Honors Program | *summa cum laude* | 3.95/4.0 GPA | Student Government Association (SGA) Vice President

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

*Study Abroad:* University of Oxford (UK) Foreign Studies Programme (2012) | British Embassy Internship Programme (2012)

*Internship:* Legislative Intern, Office of Congressman John Lewis, U.S. House of Representatives (Summer 2013)