

Quindon Jefferson-Bowers

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SUMMARY:

Operations and project coordination professional with experience supervising teams, supporting recruiting and onboarding, coordinating daily workflows, and leading staff training and development in fast-paced environments. Experienced in staff scheduling, task delegation, coaching, performance support, process improvement, and operational reporting while managing multiple priorities and departmental deadlines. Proven ability to communicate procedures and expectations, troubleshoot operational issues, and collaborate across teams to improve service quality, efficiency, and organizational consistency.

EDUCATION

C. T. Bauer College of Business, University of Houston, Houston, Texas

Bachelor of Business Administration in Entrepreneurship and Marketing

May 2024

EXPERIENCE

University of Texas at Dallas – Dallas, Texas

August 2024–Present

Assistant Housing Operations Coordinator

- Supervise and develop 21–24 staff through scheduling, task delegation, coaching, accountability, performance feedback, and corrective action while reinforcing departmental expectations and service standards.
- Coordinate daily operations and staff workloads by establishing schedules, assigning and prioritizing tasks, communicating deadlines, and adjusting resources across 35–50+ weekly work orders, service requests, and operational priorities.
- Train and cross-train staff on departmental procedures, service expectations, operational workflows, and systems while reinforcing performance standards and providing ongoing guidance to support consistency and staff development.
- Monitor operational workflows, documentation, and service activity, analyzing trends and recurring issues to identify process improvements and provide leadership with actionable recommendations supporting departmental performance.
- Serve as a cross-functional liaison between housing operations, maintenance teams, vendors, residential life staff, and residents, communicating operational priorities, troubleshooting service issues, and coordinating solutions across departmental stakeholders.

Passionate People's Business LLC (PPB) – Dallas, Texas

June 2024–Present

Founder/CEO

- Lead business operations for a growing service-based company, coordinating a three-person team, client engagements, partner relationships, project schedules, and service delivery across multiple initiatives.
- Develop operational workflows, documentation, and reporting processes to clarify responsibilities, improve accountability, and create consistent execution across client and internal activities.
- Coordinate clients, service providers, and internal team members by communicating expectations, resolving operational issues, and aligning resources and deliverables with business objectives.

University of Houston, Office of Retention and Graduation Initiatives – Houston, Texas

May 2024–August 2024

Orientation Help Desk Assistant

- Analyzed four months of registration, attendance, and enrollment data using Microsoft Excel, calculating year-over-year percentage differences and identifying trends to support operational planning and reporting.
- Provided in-person and virtual support for registration, enrollment, and orientation inquiries, resolving approximately 90–95% of related student scenarios.

PROFESSIONAL LEADERSHIP & COMMITTEE ENGAGEMENT

Southwest Association of College and University Housing Officers (SWACUHO)

Feb 2026–Present

Marketing Committee - Project Manager

- Coordinate committee initiatives from planning through execution by managing monthly content calendars, project timelines, meeting logistics, and deliverables supporting regional marketing objectives.
- Collaborate with executive board members and committee stakeholders to organize marketing campaigns, monitor project progress, and ensure timely completion of committee priorities.
- Developed a monthly executive spotlight campaign to increase member engagement by highlighting leadership initiatives, organizational priorities, and strategic vision across the region.

Southwest Association of College and University Housing Officers (SWACUHO)

Feb 2025–Present

Corporate Partnerships Committee Member

- Support annual sponsorship and fundraising initiatives by coordinating outreach efforts with corporate partners and maintaining relationships with returning sponsors across the region.
- Collaborate with committee members to coordinate partnership logistics, stakeholder communication, and conference preparation to ensure sponsors receive a positive and organized event experience.
- Assist with day-of conference operations by supporting corporate partners, resolving logistical needs, and ensuring successful execution of sponsorship commitments.

University of Texas at Dallas – Housing Operations

April 2026–Present

Five High Recognition Committee – Project Manager

- Coordinate committee projects by developing meeting agendas, tracking action items, and facilitating project timelines to ensure committee initiatives remain on schedule and aligned with departmental objectives.
- Partner with committee leadership to organize logistics, monitor project progress, and support successful execution of employee recognition initiatives and departmental events.
- Facilitate communication, meeting recaps, and accountability across committee members by documenting priorities, following up on deliverables, and supporting continuous operational improvement.

SKILLS

Operations Management, Staff Supervision, Recruiting & Selection, Onboarding, Staff Training & Development, Cross-Training, Coaching & Performance Support, Staff Scheduling, Task Delegation, Workflow Management, Process Improvement, Operational Reporting, Data Analysis, Cross-Functional Collaboration, Stakeholder Communication, Problem Solving, Microsoft Excel, Microsoft Word, Microsoft PowerPoint, Microsoft Outlook, Microsoft Teams, Qualtrics