

# LORI D. MASON

3403 PROVINCIAL CIRCLE, EAST | JACKSONVILLE, FL 32277

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## PROFESSIONAL SUMMARY

Seasoned professional and military veteran with extensive experience and success spearheading a wide array of high visibility projects and events in corporate, private, non-profit and public-sector industries; including health care, international regulatory, manufacturing, information technology, professional sports and more. Strong communicator with advanced technology, communication and writing skills adapt at cultivating relationships across organizational levels that build consensus to achieve objectives while also identifying process improvement opportunities.

## PROFESSIONAL EXPERIENCE

- Director of Operations | July 2017 to Present  
**Operation New Uniform | Jacksonville, FL**

Accountable for building and supporting strategic partnership results by executing organizational engagement and partnership strategies that meet long range and annual resource targets and building organizational visibility, impact and financial resources.

- Community Outreach Director | February 2016 to February 2017  
**Hopewell Church | Jacksonville, FL**

Tasked with the design, development and launch a new broad-based community outreach initiative to meet the needs of select under-served and underprivileged areas by building and expanding Hopewell's community outreach through new and expanded member engagement programs and services that broaden the church's impact within the local community while establishing and expanding community partner relationships.

### Key Accomplishments:

- Identified strategic partners and defined key processes, tools and groups to facilitate, sustain and leverage the benefits of the new initiative in support of select communities; defining event parameters tasking event team with management and execution of implementation. Defined broad-level training and learning opportunities in support of community needs that align with the church's mission while creating greater engagement for Hopewell members.

- Senior Business and Graphic Design Consultant | April 2009 to Present  
**Mason Scott Design and Business Solutions | Jacksonville, FL**

Design and develop custom professional solutions for premier business clients with emphasis on digital marketing and advertising high profile projects and events utilizing social media and web-based technology to target customers and increase brand exposure for clients while employing strong analytical and problem-solving skills.

### Key Accomplishments:

- Develop and implement strategic goals, tools and tactics to produce desired outcomes to accomplish client objectives successfully executing all projects within agreed timelines and budgets. Clients include Harris Williams Foundation; Grambling Legends; Creating Healthy Families; Phenomenal Women Ministries, Living for Today Inspirations.

- Mayoral Appointee – Executive Staffing and Policy Liaison | April 2012 to June 2013  
**City of Jacksonville | Jacksonville, FL**

Distinct high profile position responsible for the discrete and confidential recruitment, vetting and onboarding of cabinet and senior executive level appointed officials and employees. Direct liaison between Executive Office of the Mayor, former Mayor Alvin Brown and departmental directors on all high-level personnel moves, providing strategic legislative, finance, policy, position as well as other key data and optical considerations for key stakeholder decision making.

### Key Accomplishments:

- Successfully accomplished all high level staffing objectives in highly charged political environment while building collaborative relationships between new administration and key decision makers.

- Executive Assistant to Acting GM/Vice President of Player Personnel | 2002 – 2009

### **Player Personnel Department | Jacksonville Jaguars Professional Football Team | Jacksonville, FL**

- Recruited to develop and implement processes and key projects for newly implemented executive position, to include oversight of the day-to-day operation and management of all administrative processes, policies, procedures and departmental budget and purchasing. Responsible for the design and implementation of key event, programs and tools that continue to serve as the standard for operations for high profile projects and events such as the NFL Annual College Draft, Coaches Mini-Camp, Training Camp Policy and Procedure and more. Served as Documentation Specialist responsible for development and oversight of key executive-level documents ensuring accuracy to meet required objectives.

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## Key Accomplishments:

- Successfully managed and produced all aspects of the Jacksonville Jaguars NFL Annual College Draft and other key processes and events coordinating logistical, staffing, communications and more.

- Project Coordinator | 1996 – 2001

### **International Regulatory | Manufacturing | Corporate Licensing | Abbott Laboratories | Chicago, IL**

Coordinated and managed the production, in-house publication quality control, staffing, equipment and resources of major commercial drug product international filing and submission (dossier) to European Regulatory Body; to include identifying, documenting and communicating critical data inconsistencies to senior stakeholders avoiding costly delays with foreign market approval and ensuring acceptance of major filing ahead of established deadlines.

## Key Accomplishments:

- Awarded DELTA outstanding achievement honor for dedication, excellence, leadership, teamwork and achievement and special recognition for the quality and presentation of key regulatory drug dossier in advance of filing date exceeding compliance requirements; managed all aspects of highly successful large scale executive level signing ceremony event signifying major corporate licensing agreement between Abbott and Japanese drug affiliate to include planning, coordinating and oversight of all tasks and critical dates.

- Office/Contract Administrator/Special Assistant to Project Manager | 1996 – 1998

### **Cox Communications | Hampton, VA**

Established functional, logistical and administrative requirements for newly acquired office overseeing key aspects of the operation to include staffing, vendor contracts management and financial accounting of multi-million dollar vendor contract labor and administrative invoice expenditures and contracts.

## Key Accomplishments:

- Successfully managed capital billing project developing and publishing requirements for third-party contract labor billing and payments significantly reducing billing errors and streamlining processing and payment of multi-million dollar contract labor invoices in excess of 6M dollars. Served as Subject Matter Expert (SME) on newly implemented financial management software (JD Edwards).

- Senior Network Operations Analyst/Help Desk Analyst/Technician | 1989 – 1995

### **Kaiser Foundation Health Plan | Walnut Creek, CA**

Responsible for the analysis and resolution of hardware, software and network issues through technical troubleshooting of both multi-platform systems through consistent monitoring and reporting of network faults and diagnosis of reported issues to include vendor maintenance issues as appropriate. Provided Tier 2 support to junior analyst.

## Key Accomplishments:

- Served as Data Center Communications Manager authoring timely communiqués regarding system outages.

## CERTIFICATIONS, AWARDS & VOLUNTEER ACTIVITIES

- **Professional Certificates:** Leadership Development Academy (2012); Coaching and Team Building, Negotiation, Problem Solving, Writing, Customer Relations, Graphic Design, Microsoft Office Suite (Word, Excel, PowerPoint, Publisher, Access) Microsoft Visio and other key software programs.
- **Awards:** Delta Outstanding Achievement (1999); Kaletra Team Recognition (2000) – Abbott Laboratories
- **Volunteer Activities:** Hopewell Hospitality Ministry – Member (2014 - 2019), Vice President (2016-2018); Living 4 Today, Inc. – Member Board of Directors/Program Coordinator (2009 – 2012); National Council of Negro Women (NCNW) – First Vice President (2012-2014); Special Project Consultant (2002-2009), Harris Williams Foundation – Event/Special Projects Consultant (2004 – 2012); The Field Generals – Legal Consultant (2003 – 2012); Tom Coughlin Jay Fund Foundation – VIP Guest Coordinator (2002 – 2010); Planning Committee Member (2010)

## FORMAL EDUCATION

- **Professional Paralegal Certificate Program (4.0 GPA)**  
University of North Florida | Jacksonville, Florida
- **B.S., Business Administration and Management (Initiated; Credits Transferred) 4.0 GPA**  
College of Lake County | Waukegan, Illinois