

# JONATHAN M CLARK

jonathanclark55@gmail.com • [www.linkedin.com/in/jonathanclark55](http://www.linkedin.com/in/jonathanclark55) • <https://jonathanmclark.com>

## SKILLS

- **Data Science:** Data analysis, data visualization, workflow management, communication of results to stakeholders (<https://clarkdatascience.com>)
- **Machine Learning Exposure:** Linear Regression, Logistic Regression, Support Vector Machine, Decision Tree, and k-Nearest Neighbors
- **Python Programming:** NumPy, Pandas, SciPy, Matplotlib, Seaborn, Folium, Plotly and Scikit-learn
- **SQL and Database Management:** Query writing, MySQL, and IBM Db2
- **Math:** Calculus, Linear Algebra, Some Statistics
- **Technical Document Writing:** Policy/procedure/technical manuals, SOPs, one-sheet summaries, reports, posters, flyers, and newsletters
- **Website Development and Content Management:** HTML, CSS, PHP, SQL (<https://jonathanmclark.com/portfolio>)
- **Communication Skills:** Proven ability to effectively explain concepts and convey ideas to technical and non-technical audiences
- **Management and Leadership:** Highly organized, reliable, charismatic operations management, project management and team leadership skills
- **Strategic Planning:** Strong aptitude for strategic planning, contingency management, and creating order in chaotic systems
- **Process and Program Development:** Experience developing process and program elements for improved system performance
- **Financial Experience:** Transacted and interacted with millions of dollars worth of experiences and resolved complex financial account issues
- **Safety:** Extensive experience with manufacturing, assembling, packing, maintenance, and use of life-saving safety equipment (parachutes)
- **Advanced Technical Aptitude:** Ability to learn, understand and apply complex concepts in real world scenarios

## EXPERIENCE

**Assistant General Manager / Shift Supervisor / Customer Service Representative** | iFLY Seattle | Tukwila, WA | March 2013 - August 2022

- Developed the 'Whiteboard' data management tool to visualize daily operations resulting in the prevention of hundreds of scheduling conflicts
- Facilitated data capture and processing to provide flight instructor performance metrics to the leadership team
- Wrote SOPs, one-sheet references, and clear summaries for programs and events boosting program participation rates
- Produced a high-quality, instructional point-of-sale manual for the launch of iFLY Calgary for quicker training of new team members
- Ran daily operations and managed staffing schedules to meet business needs, enabling 100,000+ orderly, on-time customer experiences
- Built responsive systems and facilitated intel communications in a dynamic environment to address daily last-minute operational changes
- Trained team members on point-of-sale, payment, customer service, and sales skills enabling higher-quality customer service
- Supported the General Manager in building a cohesive, effective, organized team that delivered exciting, novel flight experiences to customers
- Led the rollout of new initiatives including the successful launch of new human resources software and virtual reality experiences
- Sold people on the dream of flight, developed flight programs, and built long-term customer relationships to drive steady repeat business

**Newsletter Editor / Website Admin / Executive Committee Member** | American Chemical Society - Puget Sound Section | January 2013 - May 2022

- Managed content, upgraded and published the monthly newsletter resulting in a high-quality publication ([Archive](#)) (January 2014 - May 2022)
- Developed and managed website content ensuring improved communication of section events and news (January 2015 - May 2022)
- Organized events for early career chemists as the Younger Chemists Committee Chair (January 2013 - December 2016)

**Senior Parachute Rigger / Website Admin** | Para-Phernalia, Inc. | Arlington, WA | June 2010 - Present

- Updated and currently manage the website improving customer understanding and engagement ([softieparachutes.com](http://softieparachutes.com)) (Since June 2020)
- Wrote the [Ram Air Packing Supplement](#) instructional manual to communicate technical parachute packing guidelines to professionals
- Manufactured, assembled, packed, repaired, and maintained high-quality emergency parachute systems exceeding quality standards

**Senior Parachute Rigger / Lead Parachute Packer** | Skydive Snohomish, Inc. | Snohomish, WA | April 2007 - December 2010

- Led the Parachute Packing Team in providing main canopy packing services for the company and the licensed skydiver community
- Packed reserve canopies of and performed maintenance on company parachutes to meet federal regulations and company safety standards
- Mentored dozens of skydivers in the packing, use, and maintenance of their equipment leading to increased knowledge, skill, and confidence

## EDUCATION & CERTIFICATION

**IBM Data Science Professional Certificate** | Coursera | January 2023 | Capstone Project: <https://jonathanmclark.com/datascience/capstone/>

**Bachelor of Science, Chemistry** | Western Washington University | Bellingham, WA | March 2010

**Associate of Science, Chemistry** | Everett Community College | Everett, WA | June 2007

**Private Pilot Certification (ASEL)** | Federal Aviation Administration | April 2017

**Senior Parachute Rigger Certification (Back and Seat Ratings)** | Federal Aviation Administration | May 2008

**USPA Licensed Skydiver** | United States Parachute Association | A-License June 2008 | C-License April 2010

## MULTI-TALENTED SEEKER OF NEW EXPERIENCES

**Flying Airplanes:** In 2017, as pilot-in-command, I flew an airplane through a total solar eclipse. What an experience!

**Skydiving:** I've made more than 300 skydives including demonstration jumps at a Memorial Day picnic celebration and the Arlington Municipal Airport.

**Beekeeping:** I kept honeybees for more than a decade. I captured a honeybee swarm from a bush in the iFLY Seattle parking lot to add to my apiary.