

A. Tony Jerome



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Washington, DC



[LinkedIn](#)

SUMMARY/OBJECTIVE



Experienced project manager with excellent cultural sensitivity and strong research and analytical skills. 6+ years experience in accessibility work in queer, disabled, and BIPOC spaces. 8+ years experience in customer service. Passionate about coordinating effective and efficient processes with strong experience adapting to virtual work collaboration and environments.

WORK EXPERIENCE



U.S. BROKING SPECIALIST

Aon | Washington, D.C. | August 2021 – August 2023

- Served as a Health Solutions and Broking Solutions apprentice for a pilot 2-year program in the DC office
- Completed plan builds, reviewed data for client teams, and documented updates across multiple systems to support an international team
- Sat on panel for Invisible Disabilities in the Workplace focusing on gender and race; composed and shared nationally used resource for 2023 Pride Month

SUMMER TEACHING ARTIST

Words Beats & Life | Washington, D.C. | May 2021 – August 2021

- Led a training and created resources for Gender and Disability for fellow teaching artists to increase capacity to support inclusive learning
- Created lesson plans and taught poetry through summer classes, prepared students for the end of the summer showcase

DOG TRAINER/GUEST EXPERIENCE SPECIALIST

Petco | Laurel, MD | September 2018 – August 2020

- Trained 30+ dogs including creating lesson plans for training sessions, engaging with customers, and providing recommendations for products and other services for pet well-being
- Managed the front register, oversaw check-in and out processes, re-stocked materials, and cleaned animal habitats
- Organized adoption services for animals, ensuring that they were placed in safe homes

FOOD PRODUCTION ASSOCIATE

Panera Bread | Silver Spring, MD | September 2014 – September 2018

- Prepped, cooked, and delivered fresh meals to customers in an efficient and empathetic manner.
- Ensured compliance with health and safety standards by dishwashing, re-stocking, trash takeout, dining room maintenance, and regular deep cleans of the restaurant

SUMMER INTERN

Aplastic Anemia & MDS Foundation | Rockville, MD | May 2015 – August 2015

- Directed clients to identify resources for themselves and family and friends.
- Managed website and social media platforms, including Facebook and Twitter, keeping information up to date and sharing valuable resources

VOLUNTEER EXPERIENCE



COLLABORATOR

Braver Collective | Remote | 2023 – Present

- Collaborated with several members of Braver Collective design team to create accessible website for survivors to share their stories and find community

INTERVIEWER

QFX East / Black Sapphic Series | Remote | 2022 – 2022

- Moderated panel interviewing the stars of *Batwoman* “Into Gotham City” at QFX East, a queer media conference, with Meagan Tandy, Rachel Skaarstan, and Wallis Day.
- Interviewed: actress and star of *Batwoman*, Javicia Leslie / DJ and artist, DJ Chabela / author, Kalynn Bayron / therapist Mychelle Williams / and poet and teacher, Ariana Brown

VOLUNTEER ADMINISTRATOR

Self Care After Rape (SCaR) | Remote | 2012 – 2015

- Created resource guides highlighting intersectionality of race and queerness, helped offer support and resources to those in need through peer counseling

EDUCATION



University of the District of Columbia, Washington, DC | 2021-2023

Completed Associate’s in Liberal Arts with a concentration in Business Administration

CERTIFICATIONS/LICENSES



Adaptability & Resistance

Problem Solving

Business Strategy

Management Accelerator/Black Leadership Academy

McKinsey & Company

McKinsey & Company

McKinsey & Company

McKinsey & Company