Rebekah Thurston Jackson

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PROFESSIONAL SUMMARY

Program and learning professional who works where people, programs, technology and data meet. Licensed teacher and coach who builds practical AI tools and data dashboards and helps people of every comfort level use them with confidence. Has lived and worked in six countries. Relocating to Reston, VA.

Core Strengths: Program & Project Coordination • Training & Facilitation • AI Enablement • Coaching & Mentoring • Data, Dashboards & Reporting • Root-Cause Problem Solving • Relationship Building • Cross-Cultural Communication

TECHNOLOGY & DATA

AI Tools: Claude (agents, connectors, scheduled tasks), ChatGPT, Copilot, Gemini, Grok, Notion AI, Wispr Flow
Learning Platforms: Canvas, Google Classroom, PowerSchool, WISE
Data & Reporting: Excel, Google Sheets, Looker Studio, Power BI, dashboards, data analysis and visualization
Business Systems: Microsoft 365, Google Workspace administration, QuickBooks
Databases & Development: SQL, SQL Server, Microsoft Access, database design, JavaScript, HTML, ASP, Visual Basic
Systems: Windows and Mac network administration, web hosting and server administration

PROFESSIONAL EXPERIENCE

CharityVision International Jul 2020–Present
Data Manager, Performance Metrics & AI Dashboards Remote

- Aligned 15+ headquarters and warehouse employees with leadership priorities by defining each role's goals and success measures and building a weekly reporting system and Looker Studio dashboard; cut each employee's weekly reporting from 2 hours to 30 minutes (20+ hours a week saved across the team), and leadership now reviews results weekly, gives immediate feedback and bases performance reviews on clear data.
- Replacing the hand-built system, whose linked sheets broke and needed manual rework for every goal change or new employee, with AI-built dashboards created with Claude agents; goals now adjust on the fly and scale to new staff automatically, freeing significant time for other projects, as I coach headquarters staff through the switch.
- Administer Google Workspace for 150+ users across 10+ domains serving program staff in 29 countries; removed legacy accounts, sped up onboarding for new staff and tightened security.

Independent Real Estate & Project Management 1998–Present
Principal (Self-employed) U.S., Ireland, Philippines, Italy

- Delivered 14 residential renovation projects in four countries, coordinating schedules, contractors, permits, inspections and more than a dozen trades across language barriers; finished the most recent whole-house renovation 2 weeks ahead of its 4-month schedule.
- Transformed a 1944 house with its original kitchen, baths and non-code windows into a fully permitted 2-bedroom, 2.5-bath home: rewired the entire interior, opened the upstairs floor plan, and added a new kitchen, three bathrooms and code-compliant egress windows; relaunched it as a furnished rental and nearly doubled its monthly income.
- Manage a multi-unit rental portfolio, filling every vacancy within 4 weeks of listing, answering tenant requests within 24 hours and starting repairs within 72; retained one tenant for 8 years and timed renovations to natural turnover to avoid lost rent.

Sharetown Dec 2019–Apr 2022
Territory Manager (Sales & Operations) Greater Charlotte Area, NC

- Generated $100K+ in revenue over two years by targeting high-growth markets with competitive pricing.
- Raised conversion rates 60%+ by building a framework to optimize pricing, marketing and customer outreach.
- Scaled operations from solo to a team of 5+ by recruiting, onboarding and leading direct reports.

Westcoast International Secondary School Jan–Jul 2017
ICT Teacher, Grades 6–8 (Full-time) Cascavelle, Mauritius

- Built the school's first ICT curriculum, replacing a keyboarding-only program, and taught all 128 students in grades 6–8 across 5 classes, each meeting twice a week: programming with Arduino microcontrollers, Adobe Photoshop and introductory coding, with lessons that scaled for both advanced students and those hesitant with technology, run in Google Classroom.
- Built the school's master timetable by hand in Excel, scheduling every teacher without conflicts and placing core classes when students were most alert; created the system to track house points.
- Managed the school network and set up computers for teachers, the library and a student loaner program; served as homeroom teacher for 22 seventh graders, meeting regularly with families.

Mabuhay Deseret Foundation 2008–2010
Country Manager Pasig, Philippines

- Managed $129K in annual U.S. funding and $161K a year in donated medical supplies for sight-restoring, cleft lip and palate, clubfoot and prosthetic surgeries; cleaned up accounting and reporting to U.S. headquarters through a change in program president.
- Analyzed surgery costs across 9 partner hospitals and 13 surgeons and shifted work to the most economical partners, increasing surgeries 6% on the same budget (3,943 surgeries a year).

Ancestry.com / MyFamily.com 2000–2003
Web Developer Orem, UT

- Developer on the online store, then primary developer on the redesign of the largest online family-history message board (17 million threads across 100,000 boards): defined requirements with engineering, administrators and customers, and wrote all of the new navigation.

Sage Software 1998–2000
Webmaster Irvine, CA

- Partnered with HR to overhaul the company intranet, making critical HR documents readily available to all 600 employees; named Customer Satisfaction Employee of the Month, selected from 600 employees.

VOLUNTEER EXPERIENCE

San Francisco Stake, The Church of Jesus Christ of Latter-day Saints 2022–2025
Community Engagement and Grant Coordinator (Volunteer) San Francisco, CA

- Supported development of 15+ humanitarian grant projects with Bay Area nonprofits and the San Francisco NAACP, identifying community needs and potential initiatives.
- Conducted site visits, engaged leaders of 15+ nonprofits and coordinated 150+ volunteers who gave 350+ hours to local charities and partner projects.

Weddington High School 2018–2022
Head Coach, Men's Volleyball (Volunteer) Weddington, NC

- Led practices, set individual and team goals and coached player development; team advanced to the state finals three consecutive years.

The Church of Jesus Christ of Latter-day Saints 2017–2021
Seminary Teacher, Grades 9–12 (Volunteer) Weddington, NC

- Taught a daily early-morning class for high-school students for four years, using Canvas for lessons, discussions, assignments and grading and WISE for enrollment and attendance.

International Humanitarian Service
Volunteer Kenya, Tanzania, Philippines, China

- Helped build school desks for remote schools in Tanzania (2013), and installed water cisterns at a school in Kenya (2014).
- Five-time foster family for children in temporary care in the Philippines (2007–2008); volunteered in orphanages in China (2010) and Tanzania (2012).

EDUCATION

Fitchburg State University 2016
Wilson Reading System Training (6 graduate credits) Fitchburg, MA

- Graduate-level training in a structured literacy method for students with dyslexia; applied it with students in Mauritius.

Utah Valley State College 2002–2003
Secondary Teacher Preparation (44 credits, Dean's List) Orem, UT

- Student teaching at Pleasant View Middle School; licensed teacher, Business & IT and Marketing Education (6–12), North Carolina 2019–2022 and Utah 2016–2019.

Brigham Young University 1998
B.S., Business Management, Emphasis in Information Systems Provo, UT

- Academic scholarship. Study abroad: BYU Jerusalem Center for Near Eastern Studies, Summer 1997.

Mansfield College, University of Oxford 1996
Summer Program, International Economics (4.0 GPA) Oxford, UK

INTERESTS

- Explored 70+ countries on six continents (Antarctica is next) and lived in six; elementary Italian, Chinese, French, Tagalog.
- Ocean and mountain enthusiast: PADI-certified scuba diver, certified sailor, avid hiker (favorite: the Dolomites).
- Always learning from museums, history, opera and books (favorite: Jane Austen's Pride and Prejudice).