

Malik Jackson

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PROFESSIONAL SUMMARY

Operation manager and generalist with 7+ years of experience supporting 30+ early-stage startups across operations, HR, finance, logistics, and go-to-market. With 4 years of experience proven of building and scaling People Ops/HR from scratch for pre-seed to series A stage ventures. Known for stepping into gaps, creating scalable systems, and solving problems quickly to keep businesses moving forward. Open to opportunities in People Operations, Business Operations, or generalist positions, particularly in startup and innovation-driven environments such as incubators, accelerators, or venture studios.

AREA OF EXPERTISE

SaaS | R&D tax credits | Pitching | Research | Entrepreneur & Innovative | Management | Operations | Automation & LLM | Strategy | Fundraiser | Partnerships | Event Management | Accounts Payable | Accounts Receivable | Relationship Building and Management | Operations Management | Human Resource Manager | SOC 2 | Expense Management | Go To Market | Early Stage Startup | HRIS system | ATS system | Banking Management

CAREER HISTORY

HData | Remote

Jan. 2024 – Current

(Promotion) Sr. Operations Manager

Lead of operations through Pre-Seed to A funding and growth, maintaining operations structure and building to scale into the next round of employees.

- Lead onboarding and offboarding processes, ensuring seamless transitions, SOC 2 compliance, asset recovery, email, and software management, and employee data security.
- Supported full-cycle recruiting by sourcing candidates, managing outreach, and scheduling interviews across technical and operational roles using ATS and customized outreach strategies.
- Enhanced candidate experience by coordinating communications, scheduling interviews, and providing timely follow-ups to ensure smooth and welcoming hiring journeys.
- Piloted custom sourcing templates and tested outreach strategies to improve top-of-funnel response rates
- Manage and optimize the Discretionary Time-Off (DTO) policy, handling eligibility, approvals, compliance, and mitigating impacts on business operations.
- Spearheaded expense policy compliance by strategically implementing Brex expense management, auditing expense reports, and ensuring IRS-compliant documentation.
- Led DEI initiatives, improving the diversity of candidate pool by 20%, tracking inclusion metrics, and promoting equitable hiring practices.
- Oversee comprehensive people operational functions, including HR, payroll, financial management, asset management, compliance, vendor relations, and banking relations.
- Directed HR processes from recruitment through onboarding and evaluations, growing the team from 5 to 30, and transitioned banking providers, PEO, and insurance brokers, enhancing coverage while lowering costs.
- Managed lifecycle and security of 40+ devices, collaborating with DevOps to maintain system integrity, cybersecurity, and Vanta SOC 2 compliance.
- Collaborated cross-functionally to manage 30+ B2B contracts and departmental financial planning, ensuring 100% compliance and a 32% increase in budget efficiency.

Key Achievements:

- Developed structured onboarding/offboarding & asset management plans aligned with SOC 2 compliance, ensuring data security and smooth operational transitions.
- Implemented standardized performance reviews aligning employee goals with organizational objectives, improving employee satisfaction and professional development.
- Negotiated vendor contracts, grants, assists in R&D, and other saving opportunities. Additionally, enforcing expense policy to minimize day-to-day overspending across all departments.
- Directed operations that supported securing a \$12M Series A investment and \$2M debt financing, contributing to a \$1.5M annual revenue growth.

(Promotion) Operations Manager

Apr. 2023 – Jan. 2024

Leveraged HR, finance, and operations expertise to streamline and document repeatable processes. Independently managed departmental functions while proactively supporting cross-departmental needs throughout Seed-stage growth and funding.

Operations Associate

Dec. 2021 – Apr. 2023

Joined as the first 6 hires and a foundational operations team member managing culture, expense processes, HubSpot, and quarterly meetings; quickly expanded role proactively & autonomously into HR, recruitment, invoicing, and financial operations—laying the groundwork for me to lead operations through the pre-seed stage of the business.

Techstars Accelerator | Birmingham, AL

Sept. 2021 – Dec. 2021

Business Development & Growth Associate

Supported the Techstars 2021 cohort by crafting compelling value propositions and implementing strategic Go-to-Market plans, driving business growth and development; subsequently recruited by HData following program completion.

- Led and executed targeted marketing strategies optimized sales channels, and operational processes, significantly increasing efficiency, market visibility, and revenue.
- Leveraged consultative sales approach to identify opportunities, build relationships, and secure seven strategic partnerships during the program.
- Developed branding guidelines, created detailed user personas, and implemented successful channel partnership and supplier strategies.

Restogy | Remote

Mar. 2021 - May 2021

(Contracted) Business Strategist Consultant

Contracted to develop a sustainable growth plan for a new company, focusing on creating innovative go-to-market strategies, rebranding, crafting sales pitches, optimizing resource allocation, and hiring and managing sales representatives. The business closed due to the founder's inability to secure funding and depleting financial resources.

MenuBubble | MI, USA

Oct. 2019 – May 2021

(Promotion) Interim-CEO

Led strategic revamp of MenuBubble's business model & partnership, driving transformative growth to achieve first-time profitability with six-figure revenues and securing Pre-Seed investment within one year. Business ceased due to the COVID-19 pandemic.

- Designed and implemented a streamlined logistics process, automating deliveries across five significant cities while maintaining operational costs below \$12/hour and protecting profit margins.
- Managed a multidisciplinary team spanning marketing/branding, finance, accounting, manufacturing sourcing, and operations.
- Led fundraising initiatives, managed relationships with investors and capital sources, and ensured departmental accountability through regular reporting and resource allocation.
- Developed & executed strategic growth initiatives, achieving a 112% revenue increase and substantial market share expansion in Michigan.
- Oversaw the development of tailored partnership strategies, financial plans, and operational budgets, ensuring effective delivery and client satisfaction.

Marketing Coordinator

Mar. 2018 – Oct. 2019

Health OP X | Remote

Oct. 2019 – Feb. 2023

(Contracted) Business Operation Lead

Initiated and defined strategies to facilitate fundraising, utilizing pitch competitions, grants, VC, and investors.

- Liaised and implemented strategies to facilitate fundraising, resulting in a 25% increase in funds raised through pitch competitions, grants, VC, and investors.
- Implemented strategic business plans based on product profitability and production goals as roadmaps for the company.
- Provided input into developing a strategic plan for the fundraising campaign(s), including fundraising goals, budget recommendations, vendors, volunteer goals, and timelines.
- Demonstrated knowledge and persuasive communication skills to enlighten prospective supporters about the services and reason for support.
- Successfully built and launched a secondary brand, HelpOpX, aimed at targeting community organizations.
- Achieved a successful contract conclusion by securing HealthOpX's acceptance into the Gen8tor Health Accelerator.

optiMize | Remote

Oct. 2019 – Current

(Contracted/Temporary) Entrepreneur Mentor

Mentor Optimize's Student based in the University of Michigan - Ann Arbor. Working with early-business founders on world disruptive ideas during after-work hours.

Skoop, inc. | East Lansing, MI

Dec. 2018 - Oct. 2019

(Promotion) Logistics Coordinator & Manager

Served as the second-in-command, providing leadership and support across all operations and strategic initiatives. Managed and coordinated all activities related to SKOOP's services, including staffing, routing, and pedicab maintenance. Contributed to business development by assisting with branding, developing sales strategies, managing advertisements, and building partnerships with vendors and local government. Additionally, took on responsibilities beyond my role, such as securing \$35,000 in funding, providing resources, and optimizing internal company processes.

Driver

Aug. 2018 – Nov. 2018

Self Employed | Remote

Jan. 2017 - Feb. 2023

Business Consultant & Strategist

Delivered comprehensive consulting services to companies and startups as a generalist, providing services in, but not limited to, branding, marketing strategy, research, management, operations, and document/pitch deck review for over 30 startups. Played a key role in guiding multiple companies from the ideation stage to successful revenue generation. Also dedicated time to developing my startup, Fylm TV, successfully building a community of over 18,000 members. Left freelancing to focus on HData.

EDUCATION

Michigan State University | East Lansing, Michigan

Aug. 2016 – Jan. 2020

Chemical Engineering with a minor in Entrepreneurship & Innovation

Uncompleted due to medical reasons.

Carman Ainsworth High School, Flint, Michigan

Sept. 2012 – May 2016

More Career History Information Available Upon Request.