Guadalupe de Jesús

OPERATIONS LEADERSHIP / LEGAL OPERATIONS / HEALTHCARE COMPLIANCE

Target location: Kansas City area, Missouri / Open to local and remote roles
gdejesus@guadalupedejesus.com / guadalupedejesus.com / LinkedIn

PROFESSIONAL SUMMARY

Bilingual operations professional with Walmart experience since 2016 and management responsibilities beginning in 2020. Led more than 50 employees in a US$115 million retail operation, increased clothing sales by 18%, and maintained online-order preparation performance above 99%. Pursuing degrees in law and business administration to support a transition into legal operations, healthcare compliance, and compliance operations. Completed WashU Law's non-credit pre-law AI program, supported by ABA training in AI ethics and data security.

CORE SKILLS

Team leadership / Policy implementation / Workforce planning / Process improvement / Documentation / Employee training / Inspection readiness / Data review / Food safety / Bilingual communication

AI AND COMPLIANCE PROFESSIONAL DEVELOPMENT

Pre-Law Certificate in AI and the Practice of Law / Washington University in St. Louis School of Law / Fall 2026. Completed all requirements of the non-credit program, including the final exam and applied legal technology project. View certificate.

Cybersecurity Wake-Up Call: Legal Obligations to Provide Data Security in the Age of AI / American Bar Association / November 10, 2026 / Certificate of completion.

AI ethics and cybersecurity / American Bar Association / 2026: Proceed With Caution: AI Tools, Legal Ethics and the Traps Hiding in Plain Sight (September 30); Roadmap To Address Cyber AI Exposures (October 6).

PROFESSIONAL EXPERIENCE

Walmart / Retail Operations Management and Employee Development

Georgia, United States / 2016–Present

Management roles: **Food & Consumables Operations Manager / Overnight Operations Manager / Fashion Operations Manager / Digital Business Operations Manager / Employee Training Operations Manager**

- Led more than 50 employees in a US$115 million retail operation, coordinating workforce requirements, product presentation, inventory, and employee relations.
- Increased clothing sales by 18% through performance analysis, employee development, and implementation of operational improvement plans.
- Maintained online-order preparation performance above 99% and achieved 95% execution of inventory replenishment processes through data analysis and workflow improvement.
- Delivered bilingual development programs covering company policies, ethics, workplace requirements, leadership, and operations.
- Evaluated training records, employee feedback, and performance data to document findings and translate business requirements into action plans.
- Maintained a green (compliant) food-safety inspection rating through inspections, reinforced procedures, and documented follow-up.

SPECIAL PROJECTS AND PROCESS IMPLEMENTATION

- Supported special projects involving store refurbishment and preparation for store openings, with a focus on operational readiness and workforce preparation.
- Delivered local training and implemented processes aligned with departmental operating models, defining workflows and communicating operational requirements.

SELECTED RESEARCH

Healthcare Compliance Programs in the United States and the Dominican Republic

Comparative research essay / English and Spanish / Revised October 20, 2026

- Conducted comparative analysis of legal frameworks, institutional guidance, and scientific evidence to examine healthcare governance, risk management, and compliance program implementation.
- Developed recommendations for adaptation to the Dominican context, distinguishing legal requirements, voluntary guidance, and research limitations. View research and bilingual paper.

EDUCATION

Universidad Autónoma de Santo Domingo / Law degree (Licenciatura en Derecho) / Final stage, anticipated December 2026, subject to university requirements

Collaborative degree research in progress: corporate compliance and criminal responsibility in Dominican banking.

Southern New Hampshire University / Bachelor of Science in Business Administration, concentration in Healthcare Management / In progress, anticipated 2027

Diplomado en Responsabilidad Médica (Continuing education in medical liability) / Universidad Autónoma de Santo Domingo (UASD), Faculty of Legal and Political Sciences / In progress

ADDITIONAL CREDENTIALS

People and Business Leadership Essentials, Bellevue University, 2023 / Food Safety Certification, National Registry of Food Safety Professionals, 2023-2028

PROFESSIONAL MEMBERSHIP

American Bar Association / Member through January 2028