

Jordan Lee

OPERATIONS ANALYST



(206) 555-0184 your.name@gmail.com linkedin.com/your-name Seattle, WA

Results-driven operations and project management professional with 6+ years of experience leading cross-functional initiatives, improving workflows, and supporting business growth across technology and consumer services sectors. Strong background in stakeholder communication, data reporting, and process optimization with a track record of delivering measurable outcomes

Professional Experience

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Present

SENIOR OPERATIONS ANALYST

NovaBridge Solutions | Seattle, WA

- Led implementation of a new internal workflow system that reduced manual processing time by 28%
- Built monthly KPI dashboards for leadership, improving visibility into sales and service performance
- Coordinated cross-functional projects involving finance, sales, and customer support teams
- Managed vendor relationships and contract renewals valued at over \$250K annually

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BUSINESS OPERATIONS SPECIALIST

Harbor Peak Group | Portland, OR

- Redesigned scheduling and resource planning process, increasing team utilization by 18%
- Created automated Excel reports that saved approximately 10 hours of manual work each week
- Supported launch of two regional service locations by managing logistics and onboarding plans
- Prepared executive presentations summarizing quarterly trends, risks, and opportunities

Education

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BACHELOR OF BUSINESS ADMINISTRATION

University of Washington | Seattle, WA

Skills

- Project Management ▪ Process improvement ▪ Data analysis ▪ Stakeholder management
- Budget tracking ▪ Vendor coordination ▪ Excel ▪ CRM Systems