

Jordan Lee

SENIOR OPERATIONS ANALYST



Phone	Address	Email	LinkedIn
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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

NovaBridge Solutions – Seattle, WA	
Senior Operations Analyst	20XX – Present
– 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 – Trained 12 new hires on reporting tools, internal systems, and operating procedures	
Harbor Peak Group – Portland, OR	
Business Operations Specialist	20XX – 20XX
– 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 – Maintained CRM data accuracy above 97% through regular audits and process controls	

EDUCATION

University of Washington – Seattle, WA	
Bachelor of Business Administration	20XX – 20XX

SKILLS

– Project Management	– Process improvement	– Data analysis
– Stakeholder management	– Budget tracking	– Vendor coordination