

# 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

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                |
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| NovaBridge Solutions – Seattle, WA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                |
| <b>Senior Operations Analyst</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | 20XX – Present |
| <ul style="list-style-type: none"><li>– Led implementation of a new internal workflow system that reduced manual processing time by 28%</li><li>– Built monthly KPI dashboards for leadership, improving visibility into sales and service performance</li><li>– Coordinated cross-functional projects involving finance, sales, and customer support teams</li><li>– Managed vendor relationships and contract renewals valued at over \$250K annually</li><li>– Trained 12 new hires on reporting tools, internal systems, and operating procedures</li></ul> |                |
| Harbor Peak Group – Portland, OR                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |
| <b>Business Operations Specialist</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 20XX – 20XX    |
| <ul style="list-style-type: none"><li>– Redesigned scheduling and resource planning process, increasing team utilization by 18%</li><li>– Created automated Excel reports that saved approximately 10 hours of manual work each week</li><li>– Supported launch of two regional service locations by managing logistics and onboarding plans</li><li>– Prepared executive presentations summarizing quarterly trends, risks, and opportunities</li><li>– Maintained CRM data accuracy above 97% through regular audits and process controls</li></ul>           |                |

## EDUCATION

|                                            |             |
|--------------------------------------------|-------------|
| University of Washington – Seattle, WA     |             |
| <b>Bachelor of Business Administration</b> | 20XX – 20XX |

## SKILLS

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