



Jordan Lee

OPERATIONS ANALYST

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SUMMARY

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

Senior Operations Analyst

NovaBridge Solutions – Seattle, WA

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

Business Operations Specialist

Harbor Peak Group – Portland, OR

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

Bachelor of Business Administration

University of Washington – Seattle, WA

20XX – 20XX

SKILLS

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