

JORDAN LEE

OPERATIONS ANALYST

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

PROFILE

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

EDUCATION

Bachelor of Business Administration

University of Washington
Seattle, WA
20XX – 20XX

PROFESSIONAL EXPERIENCE

Senior Operations Analyst
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

CERTIFICATIONS

Project Management
Professional Preparation
Program
20XX

Advanced Excel for Business
Reporting
Sep 20XX

Lean Six Sigma Yellow Belt
Sep 20XX

SKILLS

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