



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

Jordan Lee

Operations Analyst

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
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

Education

Bachelor of Business Administration

University of Washington - Seattle, WA

20XX – 20XX

Skills

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