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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

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| <div>Senior Operations Analyst</div> <div>NovaBridge Solutions</div> <div>Seattle, WA</div> <div>20XX – Present</div> | <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></ul> |
| <div>Business Operations Specialist</div> <div>Harbor Peak Group</div> <div>Portland, OR</div> <div>20XX – 20XX</div> | <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></ul>                                                                                                          |

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