

JORDAN EXAMPLE P18
CASEIDP18

Professional Summary

Operations specialist with experience improving complex processes and delivering outcomes.

Work Experience

~~Operations Coordinator, Example Company~~

- Led regional operations work across client projects and delivered measurable improvements each quarter.
- Increased delivery reliability by 22% after redesigning the reporting process for account teams.
- Reduced manual reconciliation effort by 18% while improving review consistency for colleagues.
- Managed 125 supplier and client records across several business divisions and market teams.
- Launched 14 workflow improvements and trained colleagues on quality checks and reporting.
- Improved customer satisfaction by 16% through better issue ownership and faster follow ups.
- Delivered 34 stakeholder presentations and negotiated work plans for cross functional teams.
- Built dashboard reporting for 21 stakeholders across operations and service delivery groups.
- Coordinated 42 project milestones while maintaining consistent documentation for each task.
- Automated 25 recurring reports and improved shared access to reliable operational metrics.

Education

BA Business Administration, Example Institute

Skills

Excel, data analysis, reporting, scheduling, supplier management

Additional Projects

Led independent planning work and collaborated with cross functional teams to improve communication and document quality.