

JANE DOE

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PROFESSIONAL SUMMARY

Operations professional transitioning into data analyst roles after 5 years improving reporting, workflow quality, and cross-functional decision support. Brings SQL, dashboarding, stakeholder intake, and process-improvement experience grounded in real operating problems.

SKILLS

Target Role Skills: SQL, Excel, dashboarding, KPI definition, data cleaning, stakeholder requirements

Transferable Strengths: process improvement, operations reporting, cross-functional communication, documentation

Tools: Tableau-style BI, spreadsheet models, ticketing systems, CRM exports, presentation decks

TARGET-ROLE PROJECTS

Operations KPI Dashboard

- Built SQL-backed dashboard tracking weekly volume, SLA misses, and root causes across 12 service queues; surfaced staffing mismatch that reduced backlog by 19%.

Customer Churn Analysis

- Cleaned CRM export and segmented churn by onboarding completion, account size, and support volume, identifying a 13-point retention gap tied to delayed setup.

Requirements Intake Template

- Created stakeholder intake checklist translating vague reporting requests into metrics, filters, source tables, and decision owners.

EXPERIENCE

Regional Services Company

Operations Specialist

Jun 2020 - Present

- Created weekly operating report used by 8 managers to monitor backlog, turnaround time, and service quality across 4 teams.
- Mapped intake workflow and documented recurring error patterns, helping leadership prioritize automation that saved 9 staff hours per week.
- Partnered with customer support and finance to reconcile account records, improving billing and service status accuracy before monthly close.

EDUCATION

Public University, Bachelor of Arts in Business

May 2020

Data Analytics Certificate | Continuing Education Provider | 2026