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

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